

## **PRIVACY REQUESTS FOR ACCESS, CORRECTION & COMPLAINTS**

CHIPS is committed to complying with the Privacy laws.

### **Requests for access to personal, sensitive and health information**

In many cases, you may obtain access to the personal, sensitive and/or health information we hold about you. To request access, please contact our Privacy Officer.

- If we agree to give you access, we will do so in the manner you request, provided it is reasonable and practicable to do so.
- If we cannot give you access in the manner requested, we will try instead to grant access in a way that meets both of our needs.
- If we cannot give you access at all, we will give you written reasons why, and tell you the further actions you can take.

We will respond to your request for access within 30 days.

We will not charge you any fees for making a request, but some fees may be charged for photocopying costs etc.

### **Requests for correction of personal, sensitive and health information**

You can ask us at any time to update and/or correct the personal, sensitive and/or health information that we hold about you. If we have shared your personal, sensitive or health information with others, you might also want us to notify them of the changes. To request correction, please contact our Privacy Officer.

- We will take reasonable steps to comply with your request, unless it is impracticable or unlawful for us to do so.
- If we refuse to correct your personal, sensitive or health information as requested, we will give you written reasons why, and tell you the further actions you can take.

We will respond to your correction request within 30 days.

We will not charge you any fees for making a request to correct your personal, sensitive or health information.

### **Complaints and Concerns**

We have procedures to help you resolve complaints or concerns about our privacy practices. Our complaint procedures are available free of charge.

#### How to make a complaint

Please first contact our Privacy Officer to make your complaint. We would like to be the first to know if you are not happy with us. You can contact us verbally or in writing. The Privacy Officer may ask you to provide further information and documentation to fully understand your complaint and the remedy you seek.

#### Our response

We will:

- (a) acknowledge receiving your complaint within 7 days; and
- (b) try to resolve your complaint within 30 days.

We will give you written notice of our decision in relation to your complaint.

### **Whistle Blowers**

CHIPS maintains an ethical business. Potential whistle blowers will not suffer any negative implications for raising an issue with CHIPS' CEO Eric Wieckmann or Chairperson Ross Munns.

### **Contact**

Privacy Officer  
Christians Helping in Primary Schools, Inc  
PO Box 291  
NARRE WARREN VIC 3805  
P: (03) 9702 5528  
E: enquiries@chips.org.au