Privacy Complaint Form

This form has been prepared to assist you to lodge a complaint with Zinfra Pty Ltd (ABN 98 156 517 305) and its wholly owned subsidiaries if you think that your rights under the Privacy Act have been breached.

We ask that you use this form to help us investigate your complaint thoroughly. Please provide all of the requested information, attaching additional pages if you require more space for your responses.

If you prefer not to use this form, please provide the information requested in some other legible written format (for example, an email, fax or letter), to the return address detailed below.

**Note that you may only lodge a complaint about the handling of your own personal information. You may not lodge a complaint about the handling of another person’s personal information (although parents of minors, legal guardians and those with legal authority may lodge a complaint on behalf of their children or wards). If you are lodging a complaint on behalf of another person, you must provide proof of your authority to do so.**

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| **Your Contact Details** | |
| Title (Mr/ Mrs/Miss/ Ms): |  |
| Full Name:  *(Include your current name and any former names in which you believe we may hold information about you)* |  |
| Address: |  |
| Email: |  |
| Contact Telephone Number (during normal business hours): |  |

*Please advise us as soon as possible if any of your contact details change.*

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| **YOUR COMPLAINT** | |
| **How do you believe your privacy has been breached?**  *(Provide a brief description of the events and/or conduct which you allege were an interference with your privacy by describing what happened, where it happened (for example, which business unit or Zinfra entity) and when it happened. Please be as specific as you can, providing dates if known).* |  |
| **Individual(s) involved (if known):**  *(Provide names, position titles, business units etc, if known).* |  |
| **When did you become aware of the event/s and/or conduct you are complaining about?** |  |
| **How have the event/s and/or conduct you are complaining about affected you and/or another person?** |  |
| **What would you like Zinfra to do about the event/s and/or conduct you are complaining about?** |  |
| **Have you raised this complaint in any way (by formally reporting it or informally mentioning it) with anyone at Zinfra ?**  *(Please provide details)* |  |

Before we can investigate your complaint, we must be satisfied of your identity. Please provide evidence of your identity, such as a driver’s licence or passport. If you are lodging this complaint on behalf of someone else, please provide written evidence that you are authorised to lodge the complaint on their behalf. You will also need to provide evidence of the identity of the individual who has authorised you to lodge the complaint as well as proof of your own identity.

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| C**onfirmation** | |
| I confirm that this complaint relates to a breach of the Privacy Act 1988 pertaining to personal information about me (or about a person that has authorised me to lodge this complaint on their behalf).  I understand that if I am not satisfied with Zinfra’s response to my complaint, or Zinfra has not responded within a reasonable period of time (usually around 30 days), I can lodge my complaint with the Privacy Commissioner (phone 1300 363 992). | |
| Signed: |  |
| Print name: |  |
| Date: |  |

When you have completed this form please return it by mail, email, or fax to:

Privacy Officer  
Zinfra Pty Limited  
Level 26, 303 Collins Street  
Melbourne, VIC 3000  
Fax: (03) 9614 4745  
Email: [privacyenquiries@zinfra.com.au](mailto:privacyenquiries@zinfra.com.au)

Collection Statement

We will use the information that you provide in this form only for the purpose of responding to your request for access. We will usually disclose your request to the area within the relevant business unit of Zinfra where your information is held and, if necessary, to other members of that company who are required to assist in addressing your complaint, or where disclosure is required by law.