



Privacy Complaint Form

About this Form

This form has been prepared to assist you to lodge a complaint with SGSP (Australia) Assets Pty Ltd or any of its subsidiaries that are incorporated, or carry on business, in Australia (collectively referred to as “Jemena” in this form) 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.

Your Details

Name: Mr/Mrs/Miss/Ms

Address:

..... Postcode:

Email:

Contact phone number during business hours: ()

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

Your Complaint

How do you believe your privacy has been breached?

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(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 Jemena company) 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?

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How have the event/s and/or conduct you are complaining about affected you and/or another person?

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What would you like Jemena to do about the event/s and/or conduct you are complaining about?

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Have you raised this complaint in any way (by formally reporting it or informally mentioning it) with anyone at Jemena?

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(Provide details).

Proof of Identity

Before we can investigate your complaint, we must be satisfied of your identity. We may be required to contact you (eg. via telephone) and ask you identifying questions to confirm your identity, or the identity of the person on whose behalf you are lodging this complaint (parents of minors and legal guardians only).

Acknowledgement and Confirmation

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 Jemena's response to my complaint, or Jemena has not responded within a reasonable period of time (usually around 30 days), I can lodge my complaint with the Information Commissioner (phone 1300 363 992).

Signature Date:

Return to Jemena

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

Privacy Officer
Jemena Limited
567 Collins Street
Melbourne VIC 3000

Fax: (03) 9173 7156

Email: privacyenquiries@jemena.com.au

Collection Statement

We will use the information that you provide in this form only for the purpose of responding to your privacy complaint. We will usually disclose your request to the area within the relevant Jemena company 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.