# Acknowledgement of request to amend personal information

## Note on sample notice

The *Freedom of Information Act 1982* (FOI Act) does not require agencies to acknowledge a request to amend personal information. However, it is good administrative practice to acknowledge the receipt of a request within 14 days (as required for FOI access requests).

From 12 March 2014, in addition to the right to seek amendment and annotation of personal information under the FOI Act,  Australian Privacy Principle 13 of the *Privacy Act 1988* provides a separate means for individuals to seek correction of personal information. More information is available in Chapter 13 of the *Australian Privacy Principles Guidelines*, available at [APP Chapter 13](https://www.oaic.gov.au/privacy/australian-privacy-principles-guidelines/chapter-13-app-13-correction-of-personal-information/).

Dear [applicant name]

### Amendment of personal information request no. [insert identifier number /code]

I refer to your request for [name of agency] to amend personal information we hold about you. Specifically you have asked [name of agency] to [update / correct]:

[quote or accurately paraphrase the terms of the request and the affected documents].

You claim that the personal information in these documents is [incomplete / incorrect / out of date / misleading] because [quote or accurately paraphrase the applicant’s reasons for claiming the information is in need of amendment]. [Insert if applicable: To support your claim, you provided [outline any evidence the applicant has provided].

[Optional (request for further information): To enable us to process your request, could you [also] provide [insert details of evidence required and how it should be submitted (for example, hardcopies or electronic copies, originals or scans, to which postal or email address).]

We received your request on [insert date of receipt] and the 30 day statutory period for processing your request commenced from the day after that date. You should therefore expect a decision from us by **[insert date]**.

We will contact you using the [choose one: email address and phone number / postal address and phone number] you provided. Please advise if you would prefer us to use an alternative means of contact. If you have any questions, please contact the following officer:

[Insert officer name, position and contact details]

If you do not receive a decision within 30 days, or advice that the statutory timeframe has been extended, you can apply for Information Commissioner review of what is called a ‘deemed decision’. For further information, see [Apply for an Information Commissioner review | OAIC](https://www.oaic.gov.au/freedom-of-information/your-freedom-of-information-rights/freedom-of-information-reviews/information-commissioner-review) (or visit [www.oaic.gov.au](http://www.oaic.gov.au)).

Yours sincerely