

DEALING WITH REQUESTS FOR CORRECTION OF PERSONAL INFORMATION



Under APP 13, you must take reasonable steps to correct personal information to ensure that, having regard to the purpose for which it is held, it is accurate, up-to-date, complete, relevant and not misleading ('incorrect').

This requirement applies in two circumstances:

- Where you become aware, through normal business practices, that personal information you hold is incorrect, or
- Where an individual asks you to correct their personal information.

This resource deals with circumstances where you receive a request from an individual to correct their personal information. For more information about the broader requirements of APP 13, see the APP Guidelines.

The flow chart below sets out the key steps to help you respond to a request for correction of personal information.

