

| English | Translation |
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| Making a privacy complaint | 提出关于隐私的投诉 |
| The Office of the Australian Information Commissioner (OAIC) can investigate privacy complaints from individuals about the Australian Government, ACT and Norfolk Island government agencies, and private sector organisations covered by the Privacy Act 1988 (Privacy Act). | 澳大利亚信息专员办公室（Office of the Australian Information Commissioner）可以调查属于 Privacy Act 1988 （《隐私法》）范围的、个人对于澳大利亚政府、澳大利亚首都领地和诺福克岛的政府机构以及私营机构关于隐私的投诉。 |
| Before you can lodge a complaint with the OAIC, you will generally need to complain directly to the agency or organisation you are complaining about and allow 30 days for it to respond. If you do not receive a response (after 30 days), or you are dissatisfied with the response, you may then complain to the OAIC. | 在您向 OAIC 投诉之前，通常应该直接向您要投诉的机构直接提出投诉，并允许该机构在 30 天内作出回应。如果您（在 30 天后）没有收到回应，或者对回应不满意，那么您可以向 OAIC 投诉。 |
| If you need help lodging a complaint, you can call the OAIC Enquiries Line . We can receive privacy complaints through: | 如果您在提出投诉时需要帮助，可以打电话给 OAIC Enquiries Line （OAIC 咨询专线）。我们接受下列方式的关于隐私的投诉： |
| <ul style="list-style-type: none"> the online Privacy Complaint form | <ul style="list-style-type: none"> 网上表格：Privacy Complaint form |
| <ul style="list-style-type: none"> by mail (If you have concerns about postal security, you may wish to consider sending your complaint by registered mail) | <ul style="list-style-type: none"> 邮件（如果您担心邮件的安全，投诉可以考虑用挂号邮件寄送） |
| <ul style="list-style-type: none"> by fax | <ul style="list-style-type: none"> 传真 |
| <ul style="list-style-type: none"> by email (note: email that is not encrypted can be copied or tracked). | <ul style="list-style-type: none"> 电子邮件（注：未加密的电子邮件有可能被复制或跟踪） |
| See our Contact us page for further information. | 详情请见下列网页： Contact us （联系我们）。 |
| How much does it cost to lodge a complaint? | 投诉需要多少费用？ |
| It is free to lodge a complaint with the OAIC. | 向 OAIC 投诉是免费的。 |
| You do not need to be represented by a lawyer to make a complaint about your privacy. However, if you do decide to hire a lawyer, you must pay for the lawyer yourself. | 您不需要由律师代表您提出有关隐私的投诉。不过，如果您决定聘请律师，必须自己出钱请律师。 |

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| What you should include with your complaint | 您的投诉应该包括哪些内容 |
| Your complaint should include: | 您的投诉应该包括: |
| <ul style="list-style-type: none"> the name of the agency or organisation involved | <ul style="list-style-type: none"> 所涉及的机构的名称 |
| <ul style="list-style-type: none"> a brief description of your privacy problem | <ul style="list-style-type: none"> 简要说明您的隐私问题 |
| <ul style="list-style-type: none"> any action the agency or organisation has taken to fix the problem | <ul style="list-style-type: none"> 该机构为了解决问题已经采取的行动 |
| <ul style="list-style-type: none"> copies of any relevant documents, including copies of your complaint to the agency or organisation, and its response | <ul style="list-style-type: none"> 相关文件的副本，包括您向该机构的投诉及其回应的副本。 |
| <ul style="list-style-type: none"> if your complaint involves credit reporting, you should include a copy of your credit file. | <ul style="list-style-type: none"> 如果您的投诉涉及信用报告，您应该包括个人信用档案的副本。 |
| <p>Note: Where there has been an interference with the privacy of a number of individuals, one individual may make a complaint on behalf of the group. This is called a 'representative complaint'. To make a representative complaint, the individual does not need the consent of the group members. For more information about making a representative complaint, you can call the OAIC Enquiries Line.</p> | <p>注: 如果关系到多人的隐私，某一个人可以代表这个集体提出投诉。这称为“代表投诉”。如要提出代表投诉，个人不需要取得该集体的成员同意。关于代表投诉的详细情况，请致电 OAIC Enquiries Line（OAIC 查询专线）。</p> |