



Our reference: D2013/097037

Mr Simon Cohen  
Ombudsman  
Telecommunications Industry Ombudsman  
PO Box 276  
COLLINS STREET WEST VIC 8007

Dear Mr Cohen

### **Application for recognition as an EDR scheme under the *Privacy Act 1988***

Thank you for your application for the Telecommunication Industry Ombudsman Limited (TIO) to be recognised as an external dispute resolution (EDR) scheme under the *Privacy Act 1988*.

Following review of your application I am satisfied that the TIO has demonstrated adherence to the necessary requirements for recognition outlined in the OAIC's [Guidelines for recognising external dispute resolution schemes](#) (the EDR Guidelines).

As such, on 12 March 2014, when I can formally exercise the power, I intend to recognise the TIO as an EDR scheme, under what will be s35A of the *Privacy Act 1988*, for the specified purpose:

To receive, investigate, facilitate the resolution of, make decisions and recommendations for, and report on, complaints about acts or practices of TIO members that may be an interference with the privacy of an individual under subsections 13(1) and/or 13(2) of the *Privacy Act 1988*.

My intention to recognise the TIO from the 12 March 2014 will be noted on [our website](#) today.

I would also like to take this opportunity to thank you and your organisation for the significant contribution during the development of the EDR Guidelines and the comprehensive nature of your application for recognition. I look forward to working closely with you and your organisation over the coming years.

Yours sincerely

Timothy Pilgrim  
Australian Privacy Commissioner

19 December 2013