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.

**Flow Chart**

1. **Correction Request Received**
   - Can you verify the individual’s identity?
     - Yes: Can you locate the requested personal information?
       - Yes: Are you satisfied the personal information is incorrect?
         - Yes: Correct the personal information.
         - No: Notify individual that you can’t correct the personal information.
       - No: Notify individual that you can’t locate the information.
     - No: Notify the individual that you can’t correct the personal information.
2. **Request Verified**
   - Notify the individual that you have corrected the information.

**Additional Steps**
- Notify any third parties if necessary.
- Associate a statement to the personal information, if possible.
- Notify individual that you can’t correct personal information and why, but that you have associated a statement.