

English	Translation
<p><b>Making a privacy complaint</b></p>	<p>提出关于隐私的投诉</p>
<p>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 <a href="#">Privacy Act 1988</a> (Privacy Act).</p>	<p>澳大利亚信息专员办公室（Office of the Australian Information Commissioner）可以调查属于 <a href="#">Privacy Act 1988</a>（《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。</p>
<p>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.</p>	<p>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。</p>
<p>Complaints to the OAIC must be made in writing. Our preference is for you to use the online <a href="#">Privacy Complaint form</a> if at all possible. This requires you to have Adobe 9.3 or later on your computer. If you do not have Adobe you can <a href="#">download a copy of the privacy complaint form here</a>. For technical reasons these forms are hosted for the OAIC by the Australian Government on the Australian Business Account portal.</p>	<p>向 OAIC 提出的投诉必须采取书面形式。我们希望您尽可能采用网上表格：<a href="#">Privacy Complaint form</a>。这要求您的电脑上有 Adobe 9.3 或更高版本。如果您没有安装 Adobe，可以从下列网页下载《关于隐私的投诉表格》：<a href="#">download a copy of the privacy complaint form here</a>。由于技术方面的原因，这些表格由澳大利亚政府在澳大利亚企业账户门户网站为 OAIC 托管。</p>
<p>When you complete and submit a form your information is not accessible to anyone other than the OAIC. Simply select the "Use a blank form and keep your own records" option and then complete the form.</p>	<p>在您填好表格并提交以后，除了 OAIC 之外，任何人都无法接触您的信息。您只需选择 "Use a blank form and keep your own records"（使用空白表格，并保持自己的记录），然后填写表格。</p>
<p>If you need help lodging a complaint, you can call the <a href="#">OAIC Enquiries Line</a>. We can receive privacy complaints through:</p>	<p>如果您在提出投诉时需要帮助，可以打电话给 <a href="#">OAIC Enquiries Line</a>（OAIC 咨询专线）。我们接受下列方式的关于隐私的投诉：</p>
<ul style="list-style-type: none"> <li>the online <a href="#">Privacy Complaint form</a></li> </ul>	<ul style="list-style-type: none"> <li>网上表格：<a href="#">Privacy Complaint form</a></li> </ul>
<ul style="list-style-type: none"> <li>by mail (If you have concerns about postal security, you may wish to consider sending your complaint by registered mail)</li> </ul>	<ul style="list-style-type: none"> <li>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）</li> </ul>

<ul style="list-style-type: none"> <li>• by fax</li> </ul>	<ul style="list-style-type: none"> <li>• 传真</li> </ul>
<ul style="list-style-type: none"> <li>• by email (note: email that is not encrypted can be copied or tracked).</li> </ul>	<ul style="list-style-type: none"> <li>• 电子邮件（注：未加密的电子邮件有可能被复制或跟踪）</li> </ul>
See our <a href="#">Contact us</a> page for further information.	详情请见下列网页： <a href="#">Contact us</a> （联系我们）。
<b>How much does it cost to lodge a complaint?</b>	<b>投诉需要多少费用？</b>
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。
<b>What you should include with your complaint</b>	<b>您的投诉应该包括哪些内容</b>
Your complaint should include:	您的投诉应该包括：
<ul style="list-style-type: none"> <li>• the name of the agency or organisation involved</li> </ul>	<ul style="list-style-type: none"> <li>• 所涉及的机构的名称</li> </ul>
<ul style="list-style-type: none"> <li>• a brief description of your privacy problem</li> </ul>	<ul style="list-style-type: none"> <li>• 简要说明您的隐私问题</li> </ul>
<ul style="list-style-type: none"> <li>• any action the agency or organisation has taken to fix the problem</li> </ul>	<ul style="list-style-type: none"> <li>• 该机构为了解决问题已经采取的行动</li> </ul>
<ul style="list-style-type: none"> <li>• copies of any relevant documents, including copies of your complaint to the agency or organisation, and its response</li> </ul>	<ul style="list-style-type: none"> <li>• 相关文件的副本，包括您向该机构的投诉及其回应的副本。</li> </ul>
<ul style="list-style-type: none"> <li>• if your complaint involves credit reporting, you should include a copy of your credit file.</li> </ul>	<ul style="list-style-type: none"> <li>• 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。</li> </ul>
<b>Note:</b> 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	<b>注：</b> 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 <a href="#">OAIC Enquiries Line</a> （OAIC 查询专线）。

representative complaint, you can call the [OAIC Enquiries Line](#).