

English	Translation
<p>Making a privacy complaint</p>	<p>提出關於隱私的投訴</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 Privacy Act 1988 (Privacy Act).</p>	<p>澳大利亞資訊專員辦公室（ Office of the Australian Information Commissioner ）可以調查屬於 Privacy Act 1988 (《隱私法》) 範圍的、個人對於澳大利亞政府、澳大利亞首都領地和諾福克島的政府機構以及私營機構關於隱私的投訴。</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 投訴之前，通常應該直接向您要投訴的機構直接提出投訴，並允許該機構在 30 天內作出回應。如果您（在 30 天后）沒有收到回應，或者對回應不滿意，那麼您可以向 OAIC 投訴。</p>
<p>Complaints to the OAIC must be made in writing. Our preference is for you to use the online Privacy Complaint form 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 download a copy of the privacy complaint form here. For technical reasons these forms are hosted for the OAIC by the Australian Government on the Australian Business Account portal.</p>	<p>向 OAIC 提出的投訴必須採取書面形式。我們希望您盡可能採用網上表格：Privacy Complaint form。這要求您的電腦上有 Adobe 9.3 或更高版本。如果您沒有安裝 Adobe，可以從下列網頁下載《關於隱私的投訴表格》：download a copy of the privacy complaint form here。由於技術方面的原因，這些表格由澳大利亞政府在澳大利亞企業帳戶門戶網站為 OAIC 託管。</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>在您填好表格並提交以後，除了 OAIC 之外，任何人都無法接觸您的資訊。您只需選擇“Use a blank form and keep your own records”（使用空白表格，並保持自己的記錄），然後填寫表格。</p>
<p>If you need help lodging a complaint, you can call the OAIC Enquiries Line. We can receive privacy complaints through:</p>	<p>如果您在提出投訴時需要幫助，可以打電話給 OAIC Enquiries Line（OAIC 諮詢專線）。我們接受下列方式的關於隱私的投訴：</p>
<ul style="list-style-type: none"> • the online Privacy Complaint form 	<ul style="list-style-type: none"> • 網上表格：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 	<ul style="list-style-type: none"> • 郵件（如果您擔心郵件的安全，投訴可以考慮用掛號郵件寄送）

registered mail)	
<ul style="list-style-type: none"> by fax 	<ul style="list-style-type: none"> 傳真
<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"> 電子郵件（注：未加密的電子郵件有可能被複製或跟蹤）
See our Contact us page for further information.	詳情請見下列網頁： Contact us （聯絡我們）。
How much does it cost to lodge a complaint?	投訴需要多少費用？
It is free to lodge a complaint with the OAIC.	向 OAIC 投訴是免費的。
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.	您不需要由律師代表您提出有關隱私的投訴。不過，如果您決定聘請律師，必須自己出錢請律師。
What you should include with your complaint	您的投訴應該包括哪些內容
Your complaint should include:	您的投訴應該包括：
<ul style="list-style-type: none"> the name of the agency or organisation involved 	<ul style="list-style-type: none"> 所涉及的機構的名稱
<ul style="list-style-type: none"> a brief description of your privacy problem 	<ul style="list-style-type: none"> 簡要說明您的隱私問題
<ul style="list-style-type: none"> any action the agency or organisation has taken to fix the problem 	<ul style="list-style-type: none"> 該機構為了解決問題已經採取的行動
<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"> 相關文檔的副本，包括您向該機構的投訴及其回應的副本。
<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"> 如果您的投訴涉及信用報告，您應該包括個人信用檔案的副本。
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	注：如果關係到多人的隱私，某一個人可以代表這個集體提出投訴。這稱為“代表投訴”。如要提出代表投訴，個人不需要取得該集體的成員同意。關於代表投訴的詳細情況，請致電 OAIC Enquiries Line (OAIC 查

not need the consent of the group members.
For more information about making a
representative complaint, you can call the
[OAIC Enquiries Line](#).

詢專線)。