

November 2007

## **FACT SHEET: PROTECTING YOUR PERSONAL INFORMATION**

Tips for protecting your personal information:

1. Always read the privacy policy of any organisation or government agency you are dealing with. Many organisations and all government agencies have publicly available privacy policies that set out how they handle your personal information.
2. Ask why information is required, what the organisation or agency will do with it and who it will be disclosed to? Knowing why the information is required will allow you to remain informed about how your personal information is being used.
3. Only give out as much information as you need to, if you do not think you need to provide certain information ask more questions about why it is required.
4. You have a right (unless an exception applies) to request access to the personal information that an organisation or agency holds about you. This will also allow you to check that the information is accurate and up to date.
5. To ensure the information an organisation or agency holds about you remains accurate and up to date make a request in writing that your records be amended. Request a written confirmation that the amendments have been made.
6. Protect your privacy online by installing good computer security software including anti-virus, anti-spyware and firewall protection. Ensure when supplying personal information such as banking and credit card details online that the website is secure so your personal information is not open to abuse. Beware of email scams, before providing personal information check with NSW Office of Fair Trading on 133 220.
7. Protect your personal information, and yourself against identity theft by not leaving your personal records lying around. Destroy them properly by shredding documents and destroying expired cards before disposal.
8. Opt out of further contact with an organisation if you no longer need or want contact with them as this will ensure you do not receive unwanted direct marketing such as junk mail and spam emails.
9. Knowing your rights and the obligations of organisations and agencies to protect your privacy will help safeguard your personal information.
10. If you believe your privacy has been breached, write to the organisation or agency outlining your complaint giving them 30 days to respond. If you are not satisfied with the response you can lodge a complaint with the Office of the Privacy Commissioner on 1300 363 992.

### **Acknowledgement**

Some information in this fact sheet is based on information prepared by the Office of the Privacy Commissioner. Ph: 1300 363 992. [www.privacy.gov.au](http://www.privacy.gov.au)

***Disclaimer:*** This fact sheet provides general information and does not provide legal advice. If you have a legal issue, you should contact a lawyer before making a decision about what to do or applying to a court.