

NSW

Architects Registration Board

L2, 156 Gloucester Street
Sydney NSW 2000

T. +61 2 9241 4033

mail@architects.nsw.gov.au / www.architects.nsw.gov.au
ABN 63-092-097-847

NSW ARB Policy

PROCEDURE FOR HANDLING PRIVACY COMPLAINTS

May 2021

1. Objectives of this policy

The NSW Architects Registration Board (the 'Board') is committed to ensuring that the handling of your personal information is consistent with the 12 Information Protection Principles (IPPs) for government agencies as set out in the *Privacy and Personal Information Protection Act 1998* (PPIP Act).

Outlined below are the Board procedures in place for handling privacy complaints.

2. Who can complain

You can complain if you believe there has been a breach of your privacy by the Board, concerning the personal information it holds about you.

The Board holds personal information about registered architects and candidates for the Architectural Practice Examination (APE) and NSW Portfolio Program of Assessment. Registered architects are published on the NSW Register of Architects, which is publicly available and searchable from the homepage of our website. Some personal information about architects is published in the NSW Register of Architects in accordance with requirements in the legislation (*Architects Act 2003* and *Architects Regulation 2017*).

A complaint about breach of privacy must relate to an individual because information relating to architect corporations and firms is not subject to the PPIP Act.

3. Where to direct your complaint

You are encouraged to direct any complaint about a breach of your privacy to the Board directly:

Phone: 02 9241 4033

Mail: Level 2, 156 Gloucester Street, Sydney NSW 2000

Email: mail@architects.nsw.gov.au

If e-mailing the Board, please attention your correspondence to the Privacy Officer.

If you are not satisfied with the response you receive from the Board regarding your complaint, you can contact the Information and Privacy Commission NSW on phone 1800 472 679.



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4. Details to be included in your complaint

If you want to identify yourself, please include the following information in your complaint, to help us with our investigation of the matter:

1. Your name
2. Your registration number (if relevant)
3. Your e-mail address
4. The reason why you think your privacy has been breached
5. Any evidence or relevant information supporting your complaint
6. How the breach has affected you
7. What outcome are you seeking

You may remain anonymous if you wish and the Board will endeavour to deal with your complaint as best we can, but please be aware that this could affect our ability to adequately deal with the issue.

5. How your complaint will be handled

The Board takes any privacy complaint seriously. If your complaint is valid, we will endeavour to resolve the issue with you as quickly as possible. We want to find a solution as much as you do.

We will assess your complaint to determine how and why the privacy breach occurred and will take every action to ensure it is rectified and will not happen again.

The Board aims to deal with your complaint in an efficient and timely manner and will allow the complainant and respondent time to respond to any matters raised during the investigation.



Updated on 11 May 2021