



Privacy Complaint Form

Scope

This form is to assist you in making a complaint if **nlc** holds your personal information and you feel your privacy has been infringed by **nlc**.

Please complete this form to assist **nlc** in understanding your concerns and resolving your complaint. You will be contacted by **nlc** within 10 working days of **nlc** receiving your complaint.

There may be certain circumstances where **nlc** cannot disclose information to you, if this is the case **nlc** will write to you and explain why.

Please supply the following information so **nlc** can identify you.

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| Your full name | |
| Your date of birth | |
| Your vehicle's registration number | |
| Your current residential address | |
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Describe how you feel your privacy has been breached. Please include as much information as possible such as dates and the name of **nlc** staff you spoke to.

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Did you speak to an **nlc** staff member about your complaint? If so, please list their names and how they responded to your complaint.

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| What affect has the experience had on you? |
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| What do you feel needs to happen for your complaint to be resolved? |
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| How would you like nlc to contact you about your complaint? If via email or telephone please include your email address or preferred telephone number | |
| <input type="checkbox"/> In writing | |
| <input type="checkbox"/> Email | |
| <input type="checkbox"/> Telephone | |

Assistance

If you would like assistance completing this form, please call 1800 643 044 and ask for the Privacy Officer.

If you would like to complain about a breach of another person’s Privacy, please call 1800 643 044 and ask for the Privacy Officer. **nlc** will need to seek authorisation from the individual before proceeding with the complaint.

Return of Privacy Complaint Form

You can mail or fax the completed Privacy Complaint Form to:

The Privacy Officer

nlc

Locked Bag 4014

South Melbourne VIC 3205

Facsimile

03 8699 7157

Non-privacy Complaints

If your complaint is about another aspect of service please contact Custom Support on:

Email customersupport@nlc.com.au

Local call number 1800 643 044