



Fact Sheet: Privacy Complaints

A privacy complaint is a formal process through which an individual may raise concerns about the manner in which PathWest Laboratory Medicine WA (PathWest) has handled their personal information in accordance with the *Privacy and Responsible Information Sharing Act 2024* (PRIS Act).

You have the right to make a complaint if you believe PathWest has not met its obligations under the PRIS Act. This may include situations where PathWest has:

- not followed one or more of the Information Privacy Principles (IPPs)
- not complied with other relevant requirements of the PRIS Act
- acted in a way that interferes with your privacy

How to make a complaint

Privacy complaints should be made directly to PathWest. To enable appropriate assessment, you must ensure that your complaint:

- is submitted in writing;
- clearly describes the conduct or circumstances giving rise to the complaint, including the actions or decisions of concern;
- includes an address within Australia for correspondence and daytime phone number where possible); and
- if possible, provides any supporting information relevant to your complaint.

PathWest will make reasonable efforts to assist you in lodging a privacy complaint.

How your complaint will be managed

Upon receipt of your complaint, an authorised officer who is independent of the matter (where practicable), will review and investigate your complaint.

PathWest will seek to resolve your complaint within a reasonable timeframe, consistent with its obligations under the PRIS Act and internal complaint management procedures.

All information collected and considered in relation to your complaint will be managed securely and treated in confidence in accordance with applicable information management and legislative requirements

Outcome of your complaint

Once the review of your complaint is complete, you will be notified in writing of:

- the findings of the review and the reasons for those findings;
- any action taken or proposed by PathWest, including the basis for that action; and
- your right to escalate the matter.

If you are not satisfied

If you are dissatisfied with the outcome of your privacy complaint, you may refer the matter to the Office of the Information Commissioner (WA) which is responsible for the external review of privacy complaints under the PRIS Act.

CONTACT DETAILS

PathWest Client Liaison Department

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PathWest Privacy Officer

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Office of the Information Commissioner (WA)

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