



REQUEST FOR ACCESS TO PERSONAL INFORMATION

An individual who wishes to request access to, or to update or to correct their personal information held by the Energy and Water Ombudsman (SA) Limited can use this form to do so.

Before completing this form, please read our Request to Access Personal Information guidance material available at www.ewosa.com.au/privacy/guidelines-to-making-a-request-for-access-to-personal-information.

Where to send this form

Email: privacy@ewosa.com.au

Mail: The Privacy Officer, Energy and Water Ombudsman (SA) Limited, GPO Box 2947, Adelaide, SA 5001

Identification information

So that we can identify and contact you, please complete the following:

IDENTIFICATION INFORMATION

Full Name:

Please also include any relevant company or business name.

Postal address:

Email address:

Telephone number:

Case Number:

Proof of identity:

Please provide evidence of your identity, such as a driver's licence or passport. If you are collecting this information on behalf of someone else, please provide written evidence that you are authorised to collect the information on their behalf. You will also need to provide evidence of the identity of the individual who has authorised you to collect the information as well as proof of your own identity.

To allow us to understand the nature of your request, please complete the following:

I want to correct personal information held about me.

Please provide full details below of the personal information you believe is incorrect and the basis for that belief and what changes you require.

I want to access personal information held about me.

Please provide full details below of the personal information you seek access to.



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FURTHER DETAILS	
Describe the information being requested	
Date range	From:
	To:
Comments to assist with our search	
Post address/email address to send the information	
Would you like to correct this information?	
Comments to assist with the correction?	

Please state if your request is specifically urgent and, if so, the reason. We will either respond to your request or contact you to discuss your request and will keep you informed with what we are doing. We may charge you the costs incurred in providing access to your personal information to you. In that case, we will give you either a reasonable estimate of costs or the full details of the amount in advance.

Collection Statement

We will use the information that you provide in this form only for the purpose of responding to your request for access. Our Privacy Policy (available at www.ewosa.com.au/privacy) sets out the way the Energy & Water Ombudsman SA handles personal information, how you can seek to access or correct any personal information we hold about you, how to complain about a privacy related breach by us and how we will deal with a privacy related complaint. In the unlikely event that Energy & Water Ombudsman SA discloses personal information to overseas recipients, we will do so in compliance with the *Privacy Act 1988*. Our Privacy Officer can be contacted using the details set out in this form.

Declaration

I acknowledge that:

- I am the individual referred to in this Request for Access (or I am legally authorised by that individual to make this request) and that all the information provided is true, complete and correct and has been provided to Energy & Water Ombudsman SA to enable it to respond to the request
- the personal information collected in response to this request may be provided to me in any form Energy & Water Ombudsman SA considers appropriate
- Energy & Water Ombudsman SA may be unable to provide the information I have requested because it is no longer held on record
- all or part of my request may be denied (as permitted by law), and
- depending on the type of personal information, Energy & Water Ombudsman SA may invoice me for the costs reasonably incurred by Energy & Water Ombudsman SA in providing access, and that provision of the information requested is conditional upon the cost of access being first paid by me.

Signature: Date: