



Australian Government

Department of Immigration and Citizenship

The following provides information about your rights and obligations, including our Client Service Charter and how to make a compliment, complaint or suggestion.

Your information - your privacy

The department respects your privacy. We are collecting your personal information for the purposes of making decisions under the *Migration Act 1958* and the *Migration Regulations 1994*. We are aware that the way information about you is used and managed can affect your life. We recognise that it is important that the information we hold about you is up-to-date and relevant.

Australia's *Privacy Act 1988* stops us from giving your information to others unless specific exceptions apply, for example, you agree to it, or where we are authorised or required by law to disclose it. You also need to be aware that we may disclose your personal information to other Commonwealth (and in some circumstances, State and Territory) government agencies where there is a lawful basis for doing so.

There are separate laws relating to your personal identifiers. These laws set out the circumstances in which we can collect personal identifiers and who we can disclose them to. In most cases, the personal identifiers will be your photograph and signature. In some cases, however, we may require other personal identifiers, such as your fingerprints.

For more detailed information, you should read *Form 993i Safeguarding your personal information* and *Form 1243i Your personal identifying information*, available on our website or from any of our offices.

Client Service Charter

Our Client Service Charter explains our service commitment to you. We are committed to service delivery that is timely, open and accountable, and responsive to your needs. The Charter explains how you can help us and how you can provide feedback or make a complaint. You can read our Client Service Charter on our website, or in a printed copy available from any of our offices.

Service satisfaction

The department remains committed to ensuring that all clients, both in Australia and overseas, receive not only fair and reasonable treatment, but also an efficient standard of service that is sensitive to each client's needs.

To provide a compliment, complaint or suggestion you can:

- telephone the Global Feedback Unit on 13 31 77 during business hours
- complete a feedback form online at www.immi.gov.au
- write to the Manager, Global Feedback Unit, Reply Paid 241, Melbourne Vic 3001 Australia
- contact us directly through any of our offices.

people our business

