**KOORLINY KAATTIJIN PTY LTD** **Access to Information Procedures**

Effective Date: [Insert Date]

Introduction: Koorliny Kaattijin Pty Ltd is committed to providing individuals with access to their personal information in keeping with Australian legislative frameworks, including the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and the Freedom of Information Act 1982 (FOI Act). This document outlines the procedures for requesting access to, or correction of, personal information held by our company.

Procedures:

1. **Right of Access (APP 12):**
   * Under the Privacy Act 1988, individuals have the right to access their personal information unless an exception applies. We facilitate access without undue delay or expense.
2. **Requesting Access:**
   * Requests for access to personal information should be made in writing to our Privacy Officer. Information needed includes:
     + Full name and contact details of the requesting individual.
     + A detailed description of the personal information requested.
3. **Authentication:**
   * We take reasonable steps to verify the identity of the individual requesting information to ensure that personal information is provided only to the correct individual.
4. **Response Time:**
   * We aim to acknowledge receipt of the request within 14 days and provide a response within 30 days. If access cannot be granted within this timeframe, we will provide the individual with an estimated completion date.
5. **Refusal of Access:**
   * If access is refused, the individual will be provided with a written explanation detailing the reasons for the refusal, along with information on our complaint process and their right to complain to the Australian Information Commissioner.
6. **Correction of Personal Information (APP 13):**
   * Individuals may request the correction or update of their personal information if they believe it is inaccurate, out-of-date, incomplete, irrelevant, or misleading. Requests for correction must be made in writing.
7. **Handling Requests for Correction:**
   * We will respond to correction requests within 30 days of receipt. If we are unable or unwilling to correct the information as requested, we will provide a written notice explaining the reasons and outline the complaint process.
8. **Freedom of Information (FOI) Requests:**
   * Under the FOI Act, individuals may request access to documents that contain their personal information. These requests follow the same process as outlined above but also adhere to specific FOI Act procedures.
9. **Fees and Charges:**
   * Generally, there are no fees for making a request for personal information or for the correction of that information. However, for more complex or resource-intensive requests under the FOI Act, fees may apply. Any potential fees will be communicated prior to processing the request.
10. **External Review:**
    * If an individual is dissatisfied with the handling of their access or correction request, they may seek a review from the Office of the Australian Information Commissioner.
11. **Record Keeping:**
    * We will keep clear records of all access and correction requests, including the nature of the request, the date of request, how the request was processed, and the outcome of the request.

Enquiries and Contact Details: For further information, or to submit a request for access to, or correction of, personal information, please contact:

[Designated Privacy Officer Contact Information]

This policy and procedures are subject to change to ensure ongoing compliance with current legislation and best practices in privacy and information access. Koorliny Kaattijin Pty Ltd is committed to conducting its business in line with these ethical standards and legal obligations.

Acknowledgement: Koorliny Kaattijin Pty Ltd recognizes the significance of maintaining transparent and accessible procedures for individuals seeking information. We acknowledge this as a vital aspect of building trust and accountability within our operations and with our stakeholders.