

THE ENGINEERING LINK GROUP (TELG)

PRIVACY COMPLAINT PROCEDURE

Document Control

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Approved By: TELG Board

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1. PURPOSE

The Engineering Link Group (TELG) is committed to managing personal information responsibly and transparently.

This Procedure establishes a process for receiving, investigating and resolving privacy-related complaints.

This Procedure supports the:

- Privacy & Information Governance Framework
- Privacy Policy
- Information Privacy Procedure
- Child Information Handling Procedure

2. SCOPE

This Procedure applies to complaints relating to:

- Collection of personal information
- Use of personal information
- Disclosure of personal information
- Storage and security of information
- Access requests
- Correction requests
- Photography and media concerns
- Data breaches
- Any alleged breach of TELG privacy policies



3. WHO MAY MAKE A COMPLAINT

Complaints may be made by:

- Participants
- Parents or guardians
- Schools
- Teachers
- Sponsors
- Contractors
- Any individual whose information is held by TELG

4. HOW TO MAKE A COMPLAINT

Complaints may be submitted:

Email:

privacy@telg.com.au

Post:

The Engineering Link Group

Attention: Privacy Officer

PO Box 229, North Lakes, Qld. 4509

Complaints should include:

- Name
- Contact details
- Description of concern
- Relevant dates
- Supporting information

Anonymous complaints may be accepted where sufficient information is provided.

5. RECEIVING A COMPLAINT

Upon receipt:

- A complaint reference number will be assigned
- The complaint will be entered into the Privacy Complaints Register
- Acknowledgement will be provided within 10 business days

6. INVESTIGATION

The Policy Owner will:

- Assess the complaint
- Gather relevant information
- Review applicable policies
- Interview relevant personnel where necessary



Investigations should be completed within 30 business days where reasonably practicable.

7. OUTCOMES

Possible outcomes include:

- Explanation of TELG actions
- Correction of information
- Removal of information
- Apology
- Additional staff training
- Policy changes
- Security improvements

8. ESCALATION

Where a complainant is dissatisfied, the matter may be reviewed by the TELG Board.

9. RECORDS

TELG will maintain a Privacy Complaints Register containing:

- Complaint reference number
- Date received
- Complainant details
- Nature of complaint
- Outcome
- Date closed

10. REVIEW

This Procedure will be reviewed every two years or following a significant privacy incident.