

## Privacy and disclaimer notice

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### Privacy Notice

The [Information Privacy Act 2009](#) (IP Act) recognises the importance of protecting the personal information of individuals. It creates a right for individuals to access and amend their own personal information and provides rules for how agencies may and must handle personal information. The IP Act sets out:

- obligations to comply with privacy principles
- the access and amendment regime for documents containing an applicant's personal information
- how and when people can take their privacy complaint to the Office of the Energy and Water Ombudsman Queensland.

If you require access to any personal information about you held by the Office of the Energy and Water Ombudsman Queensland, or if you have any other questions about information privacy, please contact the Right to Information and Information Privacy Coordinator on 1800662837.

If you are dissatisfied with how your personal information has been handled, you may lodge a privacy complaint. The Office of the Energy and Water Ombudsman Queensland is committed to fulfilling its obligations under the IP Act.

### Links Disclaimer

The links offered from this web site are provided for the interest of our users. They have been included because the content has been deemed to offer appropriate information that is relevant to our functions and operations.

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### Email correspondence

Email correspondence sent to this site may be treated as a public record and retained as required by the *Public Records Act 2002* and other relevant legislation.

Your email address details will not be added to a mailing list (unless you so request), nor will we disclose these details to third parties without your consent, unless authorised or required by law. Email messages may be monitored by our information technology staff for system trouble-shooting and maintenance purposes.

Therefore, while the Office of the Energy and Water Ombudsman Queensland strives to protect such information, it cannot ensure or warrant the security of any information transmitted to it online and individuals do so at their own risk.