

## ^ How to respond to personal information access or correction requests

According to APRA's [Privacy Policy](#), a member of the public can

- contact APRA if they believe that the information is outdated, inaccurate or incomplete,
- request access to their personal and sensitive information held by APRA, and
- submit a privacy-related complaint.

### What to do

If you receive a personal information enquiry:

1. [Notify APRA's Privacy Officer via SHOP](#) and provide as many details as possible of the request you've received issue you've detected; and
2. Assist those who may become involved in the investigation as needed, such as the Freedom of Information Coordinator or Corporate Affairs.

### What happens next

- APRA's Privacy Officer will investigate, then
- Contact the person who has made the complaint, usually in writing, to advise the outcome and invite the person to consider if they wish to make a response to APRA's conclusions about the complaint, and if the issue is not resolved,
- The person may seek a review of APRA's response by the Privacy Commissioner.