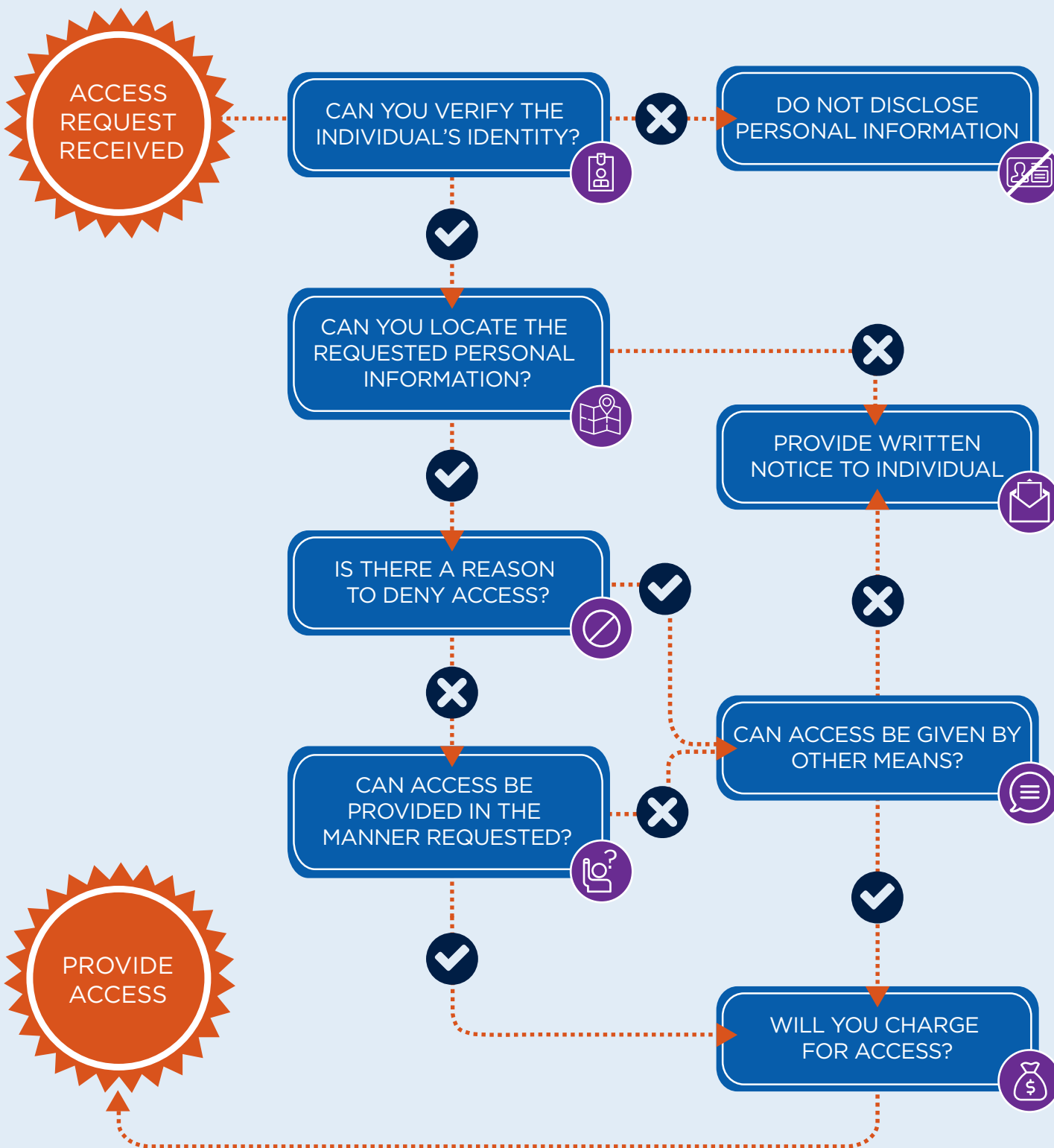


# DEALING WITH REQUESTS FOR ACCESS TO PERSONAL INFORMATION



Under APP 12, an individual has the right to access all the personal information you hold about them, unless an exception applies. The flow chart below sets out the key steps to help you respond to a request for access to personal information.



Australian Government

Office of the Australian Information Commissioner