

Personal Information Access Request

Complete this form to request access to personal information held about you by ActewAGL. Fields marked with an asterisk (*) are mandatory. The more detailed information you provide will assist us in processing your request.

No fee is payable by you to make a request but we may charge a reasonable fee for giving access to personal information.

Your details

Title: *Given name/s: *Surname:

*Date of Birth:/...../..... Email address:

*Address:

*Suburb: *Post code:

*Contact number (H): (W): Mobile:

***Please provide a photocopy of your driver's licence or other photo identification as proof of identity. Contact our Privacy Officer if you have any queries regarding alternate forms of identification.**

Information details

Account type (electricity/gas/water):

Account number:

*Please provide specific details of the personal information that you would like to obtain:

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Signed: Date:

On receipt of your request, we will give you access to personal information held about you within a reasonable time. However, please note that we may decline your request in some circumstances where permitted by law. In this case, we will notify you in writing of our reasons and complaint mechanisms available to you.

Once completed:

To ensure prompt attention to your request please supply all information as requested above. Once completed, please return this form to ActewAGL:
 Post: **Attention: Privacy Officer, ActewAGL, GPO Box 366, Canberra ACT 2601**
 Email: **privacy@actewagl.com.au**
 Fax: **02 6248 3377**

What happens next?

You will be contacted by the person who will handle your request for personal information. They will advise you of any fees that may be applicable and the expected timeframe to provide access to any information.

If you have a query:

To discuss any aspect of your request please contact the Privacy Officer on 13 14 93 or email to privacy@actewagl.com.au