



Australian Government

Fair Work

OMBUDSMAN

Privacy policy summary

This document summarises how we handle personal information. You can find out more by reading our full [Privacy policy](#).

We collect, hold, use and disclose personal information when it's needed for, or related to, our legislative functions or activities.

Collecting your personal information

We collect personal information from:

- you directly
- third parties
- publicly available sources.

For example, we collect personal information when giving information to the public, handling requests for assistance, conducting education activities, investigating suspected breaches of workplace laws and taking court action.

We also collect personal information through our website and social networking services such as Facebook and Twitter. We use this information to seek feedback from the community and improve our online products and services.

Using and disclosing personal information

If you request assistance from us, we may use the personal information you provide (such as your contact details or pay slips) to keep you up to date about your matter and check whether your entitlements have been met.

To ensure fairness, we may give personal information to another party in a dispute resolution process. For example, we may give information about an employee who has requested our assistance to their employer as part of a mediation process.

We're also authorised to give information to other Commonwealth, State or Territory bodies where it's likely to help with the administration or enforcement of a law. For example, we may give information to the Department of Immigration and Border Protection if we suspect an employer has breached the conditions of a skilled migration visa.

Accessing or correcting your personal information

If you ask, in most cases we will give you access to the personal information that we have about you. We will also take reasonable steps to correct your personal information if we agree that it's incorrect.

We try to make these processes as simple as possible.

How to make a complaint

You can complain to us about the handling of your personal information by emailing us at yourfeedback@fwo.gov.au.

Contact us

For questions about your privacy, you can contact our Privacy Officer at:

Privacy Officer

Customer Feedback & Information Access

Fair Work Ombudsman

GPO Box 9887

Sydney NSW 2001

privacy@fwo.gov.au

Further information

The Office of the Australian Information Commissioner's website contains further information on privacy. Please visit www.oaic.gov.au