



# Request for amendment or annotation to personal records

under the *Freedom of Information Act 1982*

Form

# 424C

Important – Please read this information carefully before you complete the request. Once you have completed your request we strongly advise that you keep a copy for your records.

## Your rights

The *Freedom of Information Act 1982* (the FOI Act) gives you the right to:

- ask for your personal information to be changed or annotated (a note put with your records giving your views) if it is incomplete, out of date, incorrect or misleading and has or had an administrative purpose; and
- seek a review of a decision not to change your personal record. This review can be done internally or by the Administrative Appeals Tribunal (AAT).

## How to make a Freedom of Information (FOI) request to amend or annotate

To make a FOI request, you should:

- put your request in writing, by using the attached form, sending a letter detailing your 'FOI request' or sending an e-mail to the relevant e-mail address below;
- identify departmental information or documents containing personal information which is incomplete, incorrect, out-of-date, or misleading;
- provide reasons why you want to change this information;
- include a postal address in Australia to which notices or information may be sent;
- to assist us please provide as much supporting evidence as possible; and
- include photograph identification of the applicant.

## How to make a FOI request to access documents or information

To make a FOI request to obtain copies of documents you can use form 424A *Request for access to documents or information*, available from the department's website [www.immi.gov.au](http://www.immi.gov.au) or at the nearest office of the department.

## Where do I send my request?

The department processes FOI requests in Melbourne and Sydney.

If you live in Victoria, Western Australia, South Australia, the Northern Territory or Tasmania, please send your request to:

Parliamentary and Public Access  
Department of Immigration and Citizenship  
GPO Box 241  
MELBOURNE VIC 3001

E-mail [melbourne.foi.dima@immi.gov.au](mailto:melbourne.foi.dima@immi.gov.au)

If you live in New South Wales, Queensland or the Australian Capital Territory, please send your request to:

Privacy and Freedom of Information Section  
Department of Immigration and Citizenship  
GPO Box 9984  
SYDNEY NSW 2001

E-mail [foi.nsw@immi.gov.au](mailto:foi.nsw@immi.gov.au)

## Further enquiries

If you have a FOI enquiry, please telephone **131 881** and ask to be directed to the FOI Section in the state as noted above or e-mail the appropriate office. For general information on FOI you should visit the Department of Prime Minister and Cabinet website [www.pmc.gov.au](http://www.pmc.gov.au)

## Can someone else make an FOI request for me?

If you ask someone else, such as a friend or migration agent to make a FOI request for you, you will need to provide written authority so we can talk to them about your request and send them your documents.

If you change your friend or migration agent, it is important that you advise us.

If you nominate a friend or migration agent to act on your behalf, the documents will be sent to them (see Part C).

## Proof of identity

To ensure your privacy is protected and your documents are sent only to you or your nominated contact you should attach a copy of a photographic identity document, such as a passport or driver's licence, to your application.

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## What is needed for an amendment or annotation

The FOI Act allows a person to apply for amendment or annotation of personal records which are incomplete, incorrect, out-of-date, or misleading and has or had an administrative purpose. There is no fee for this application.

It is up to you to provide evidence to the decision-maker, that your personal records are either incomplete, incorrect, out-of-date, or misleading. You should support your claims by providing evidence such as:

- birth certificate;
- passport or travel document used for initial entry to Australia;
- marriage certificate;
- employment/educational records;
- statutory declarations from people who are in a position to support your claims;
- any other documents that support your claims.

## Will there be a charge for amending my records?

No. There are no charges for requesting an amendment or annotation of your records.

If your request is refused the cost of an internal review is currently AUD40.00.

## Help us to help you

The department receives many FOI requests. We can respond to your FOI request more easily if we know what specific documents you want amended and when you need them (see Part B).

## Compliments and complaints

Your compliments, complaints and suggestions are valuable to the department and will help improve our products and services. To provide compliments or complaints about any of the department's services, you can:

- contact the Global Feedback Unit, telephone **133 177** (toll free in Australia) during business hours;
- visit the department's website **www.immi.gov.au**; or
- contact the nearest office of the department or Australian mission overseas.

## The Ombudsman

If you are not happy with how the department has handled your complaint you can contact the Commonwealth Ombudsman.

Telephone: 1300 362 072 (local call charge) 9 am to 5 pm, Monday to Friday; or

E-mail: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

## About the information you give

The department's storage, use and disclosure of the information you provide in this form is governed by the *Privacy Act 1988*. For more information about this, see information form 993i *Safeguarding your personal information*, available on the internet or at any office of the department.

The department is authorised under the *Migration Act 1958*, in certain circumstances, to collect a range of personal identifiers including a facial image, fingerprints and a signature from non-citizens. The department requires personal identifiers to assist in assessing your identity. The department is authorised to disclose your personal identifiers and information relating to your name and other relevant biographical data to a number of agencies including law enforcement and health agencies and to other agencies who may need to check your identity with this department. Where the department obtains personal identifiers they will become part of your official record with the department.

The department is involved in international information exchanges with a number of other countries. These exchanges include the sharing of personal identifiers, including a facial image and fingerprint data collected by immigration agencies such as this department. If, as a result of this sharing between countries, there is a match with your personal identifiers, the department will disclose your biographic data and immigration history to the other agency. The purpose of such disclosure would be to determine if you are presenting to the department and the other agency under the same identity and making similar claims.

For more detailed information you should read information form 1243i *Your personal identifying information*, which is available from the department's website **www.immi.gov.au/allforms/** or from any office of the department or Australian mission overseas.

*Home page* **www.immi.gov.au**

*General enquiry line* Telephone **131 881** during business hours in Australia to speak to an operator (recorded information available outside these hours). If you are outside Australia, please contact your nearest Australian mission.

*Please keep these information pages for your reference*



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**to personal records**  
**under the *Freedom of Information Act 1982***

Please use a pen, and write neatly in English using BLOCK LETTERS.

Tick where applicable

***Part A – Your details***

**1** Client ID number (CID)   
 Client file number (CFN)   
 Permission Request ID Number (PRID)

**2** Title Mr  Mrs  Miss  Ms   
 Other

**3** Full name  
 Family name   
 Given names

**4** Have you been known by any other names?  
*(including name at birth, previous married names, aliases)*  
 No   
 Yes  Give details  
 Family name   
 Given names

**5** Date of birth  DAY MONTH YEAR  
 / /

**6** Your signature   
 Date  DAY MONTH YEAR  
 / /

**7** Your postal address (within Australia only)  
  
  
 POSTCODE

**8** Your telephone numbers  
 Home  (AREA CODE )  
 Work  (AREA CODE )  
 Mobile

**9** Do you agree to the department communicating with you by fax or e-mail?  
 No   
 Yes  Give details  
 Fax number  (AREA CODE )  
 E-mail address

**10** Do you need an interpreter?  
 No   
 Yes  Language

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**Note:** Please attach proof of identity.

*Part B – Amendment and/or annotation details*

**11** Which departmental records do you believe are incomplete, incorrect, out-of-date, or misleading? (File numbers if known)


**12** What information do you believe is incomplete, incorrect, out-of-date, or misleading?


**13** Give reasons why you believe the records are incomplete, incorrect, out-of-date, or misleading


**14** What do you claim is the correct information?


**15** List the ORIGINAL documents you have attached as supporting evidence (these will be returned to you)


**16** Is there any other information which you think will help the department to make a decision?


*If insufficient space, attach additional details*

