



Apple Marketing Group

Enabling people-to-people philanthropy

Complaints Form

Information for Applicants:

- Please complete this form if you are concerned about how Apple Marketing Group Pty Ltd ("**Apple Marketing**") have collected or managed your personal information and you wish to lodge a complaint.
- You will receive acknowledgment of your lodged complaint within three (3) business days upon Apple Marketing having received your complaint.
- We may ask you for further information in relation to your complaint.
- Apple Marketing will endeavour to resolve your complaint within a reasonable timeframe usually twenty eight (28) business days upon receipt of the written complaint and all further information in relation to it or as soon as practicable. However, in some cases, particularly if the matter is complex the resolution may take longer.
- Applicants may be asked to provide additional information to support their complaint.
- Please complete all fields in this form.
- If required, please attach additional pages to ensure that all the information about the complaint is provided.
- Please submit this form to privacy@applemarketing.com.au.

PART A - APPLICANT DETAILS

Personal Details	—		
	Full Name: _____	Phone (Home) _____	Mobile Phone _____
	Email Address: _____		
	Home Address _____	Suburb _____	Post Code _____
	State _____	Country _____	
	Postal Address _____	Suburb _____	Post Code _____
	<i>(if different from Home Address)</i>		
	State _____	Country _____	

PART B - COMPLAINT DETAILS

Please provide details of the nature of your involvement with Apple Marketing:

Please clearly provide all the details of your complaint:

Please ensure that you explain:

- What happened
- When it happened (including dates)
- Your personal information that was affected?

(If necessary, please attach additional pages to set out all the details of the complaint. Any supporting documentation should also be provided (copies required only))

Does your complaint involve behaviour by a particular staff member of Apple Marketing?

Yes

No

Name of staff member _____

Nature of involvement:

If so please provide the name of the staff member involved and any information about the staff member's involvement:

Please set out all the details about how and when you became aware of how your privacy was interfered with. :

Have you previously lodged a complaint with Apple Marketing about the same issue in this complaint?

Yes

No

If yes, when:

<p>What action would you like Apple Marketing to take to resolve your complaint?</p> <p>What is your expected outcome?</p>	
<p>Please provide your preferred contact number and the time(s) that are suitable for us to contact you regarding the complaint:</p>	