

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
OFFICE OF THE PRIVACY COMMISSIONER

Question No. 27

Senator Carr asked the following question at the hearing on 14 February 2006:

Residential Tenancy Databases:

Of the 99 complaints received by the Privacy Commissioner can you indicate how serious the complaints were?

The answer to the honourable senator's question is as follows:

The Privacy Commissioner advises that complaints about the operation of residential tenancy databases focus primarily on the accuracy of the personal information on the database, a lack of access to that information and difficulties in getting that information corrected.

While it is not possible to rank complaints by their degree of seriousness, many complainants report that they suffer serious impacts as a result of a listing on a database, particularly affecting their ability to obtain housing.

Some of the issues raised in these complaints are explained in more detail in a series of complaint determinations made by the then Privacy Commissioner in 2004

(<http://www.privacy.gov.au/act/casenotes/comdeter0401.doc>,
<http://www.privacy.gov.au/act/casenotes/comdeter0402.doc>,
<http://www.privacy.gov.au/act/casenotes/comdeter0403.doc>,
<http://www.privacy.gov.au/act/casenotes/comdeter0404.doc>)