

PRIVACY CASE NOTES

Inappropriate Access - IPP 2

The Complainant alleged that two employees of an organisation had inappropriately accessed a record on an electronic database that contained their personal information, and used that information in an inappropriate manner. Initially the organisation investigated the matter and concluded no inappropriate access had occurred, however on subsequent review found that inappropriate access had occurred. They sent the Complainant a letter confirming the breach, indicating the employees in question had been disciplined, and provided an apology.

The Complainant was not satisfied with the apology.

The decision maker found that there was sufficient *prima facie* evidence to substantiate the complaint that the breach occurred, and the matter was referred to mediation where it was subsequently resolved.