OperationsIP

OIP-DAT-006 · Version 1.0 · Effective 1 December 2026

Privacy Requests Procedure

This procedure explains how individuals and businesses make privacy requests, and how quickly we respond.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-DAT-006	1.0	1 December 2026	Director	December 2027

Procedure · Data and files

Legal and standards basis

- Privacy Act 1988 (Cth), APP 12 and 13
- GDPR Articles 12 to 22
- CCPA/CPRA
- PIPEDA

1. Who handles it

- Data a business holds about its staff: the business handles it, and we help
- Our own customer and website data: we handle it at privacy@operationsip.com

2. Steps

1. Receive the request and record it
2. Check the person's identity
3. Find the data and confirm which business controls it
4. Act on it: give a copy, correct, export or delete, unless the law lets or requires us to keep it
5. Reply within 30 days (one month under GDPR, 45 days under CCPA), and explain any refusal

3. No charge

Requests are free unless they are clearly unreasonable or repeated.

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