

## How we will respond to your request

If we consider your request is not valid under the *Freedom of Information Act*, we will let you know within 21 days of receiving the request and work with you to try and make the application valid.

A common reason why applications might be considered invalid is because they do not provide sufficient clarity to enable the requested documents to be reasonably identified by us. To avoid this, please provide enough specific detail for us to readily find the appropriate documents and avoid phrases such as “all documents about” a topic.

As shown in the Freedom of Information request form, under the *Freedom of Information Act* we are required to charge you for the reasonable cost of accessing the requested documents. We aim to provide the cheapest and easiest form of access to documents. As such, depending on your request, we may refer you to the wide range of information available in the public domain, through our website or through our Customer Contact Centre.

Within 21 days of receiving a valid request, we will advise you if we believe the access charges are likely to exceed \$50 and we'll ask you to pay a deposit if you wish to continue with your request.

We will give you our decision about your request as soon as possible, but no later than 30 days after we receive a valid request or 30 days after a deposit is paid (whichever is later). Your request will be dealt with in accordance with the *Freedom of Information Act*. This means we may grant you access to the requested documents in full, or in part, or we may deny access to the requested documents, or we may suggest that you send your application to another agency.

If our decision is to only grant you access to the documents in part or to deny access to the documents, we will provide you with our reasons for making this decision and advise you of your right to seek a review of our decision by the Office of the Victorian Information Commissioner. If we have decided to grant you access (or partial access) to the requested documents we will request payment of the balance of any access charges (or refund any amounts paid which are in excess of the actual access charges).

Please note that under the *Freedom of Information Act* we will waive the access charges (except the reasonable cost of making copies of documents) if your request relates to only access to documents containing personal information about you or your affairs. If you ask for documents about your personal affairs, we will ask you to provide proof of your identity.

## Amending personal information

Under the *Freedom of Information Act*, you may request the amendment of any document obtained from us through a Freedom of Information request that contains information relating to your personal affairs, if you consider that information is inaccurate; incomplete; out of date; or would give a misleading impression.

You can request an amendment to your personal information by completing the Freedom of Information - Request to Amend Personal Information form, found at [coliban.com.au/about-us/policies-and-plans/make-freedom-information-request](https://coliban.com.au/about-us/policies-and-plans/make-freedom-information-request)

There is no charge for requesting such an amendment and we will notify you within 30 days of our response to your request. If we decide not to amend the information, we will outline our reasons to you and advise you of your right to seek a review of our decision by the Office of the Victorian Information Commissioner.