

Complaints Privacy Collection Notice

Privacy Statement

Parklife Metro (“we”) are collecting your personal information in connection with a complaint. We will retain and use this information for the purpose of investigating and managing your complaint. We may also use your information for stakeholder engagement purposes.

Parklife Metro may, for the purposes set out above, disclose your personal information to Sydney Metro, as well as Parklife Metro's contractors, employees and agents and other third parties, including another NSW government agency, where relevant having regard to the nature of your complaint.

We may publish anonymous information which does not identify you. Otherwise, we will not publish or disclose your personal information to any third parties without your consent unless authorised by law.

Providing your personal information is voluntary but if you do not provide it we may not be able to act on your complaint.

Your personal information will be held and managed by Parklife Metro and Sydney Metro in accordance with the Privacy and Personal Information Protection Act 1998 and you can contact us to access or correct it.

Parklife Metro will manage personal information in line with [Sydney Metro's Privacy Management Plan](#).

If you require further information, please contact sydneymetrowsa@transport.nsw.gov.au or call our 24-hour community information line on 1800 717 703.