

Example of good proof you've tried to sort this out



From	jane.smith-andrews@gmail.com	YOUR EMAIL
To	privacy@inventedagency.com	THEIR EMAIL
Cc		
Subject	RE: Privacy complaint about sharing my medical records with my ex-partner	

SAME EMAIL STRING

SHOWS FOLLOW UP

Kia ora Invented Agency,

I'm following up my email that I sent on 26 June about you sharing my health information because you didn't update my address. I haven't heard back from you about what you'll do even though I called on 23 July and the receptionist said someone was looking into it.

I need to know what's going on and make sure you've changed my address because it's stressing me out and I don't want Doug getting any more of my stuff.

SHOWS HARM

Please get back to me this week.

Jane.

5 August 2026

SHOWS THE DATE

From: jane.smith-andrews@gmail.com
Sent: Friday 26 June 2026 2:09pm
To: privacy@inventedagency.com
Subject: Privacy complaint about sharing my medical records with my ex-partner

ORIGINAL EMAIL SHOWING DATES AND PEOPLE INVOLVED

Kia ora Invented Agency,

I am writing to complain because I believe The Invented Agency has breached my privacy.

On Monday 20 June I was at my ex-partner's house picking up our kids and he said something about some medication I've been taking for herpes. There's no way he should know that and was giving me heaps about it. He said you'd sent a letter to his address, and he'd opened it and read it. Now he knows my health information. I told The Invented Agency when I was at my last appointment in March that we'd broken up and I had a new address. I asked the receptionist to update it, and she looked like she was doing it while I stood there.

Note

- The follow up is clear and concise.
- It showed what Jane did.