

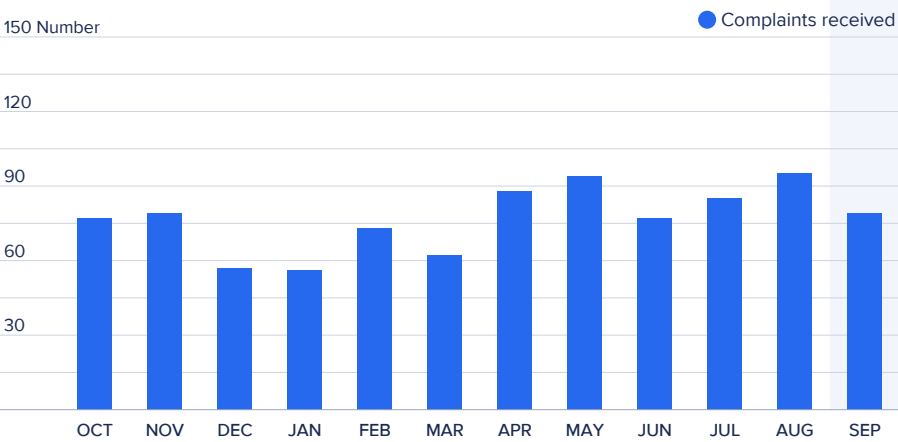


# Office of the Privacy Commissioner

## TREND REPORT Q1 - September 2024

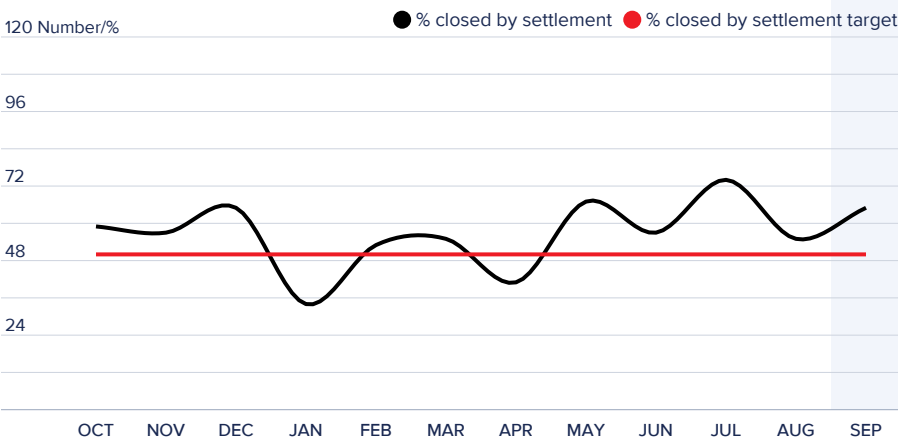
Prepared 22 October 2024

Complaints received



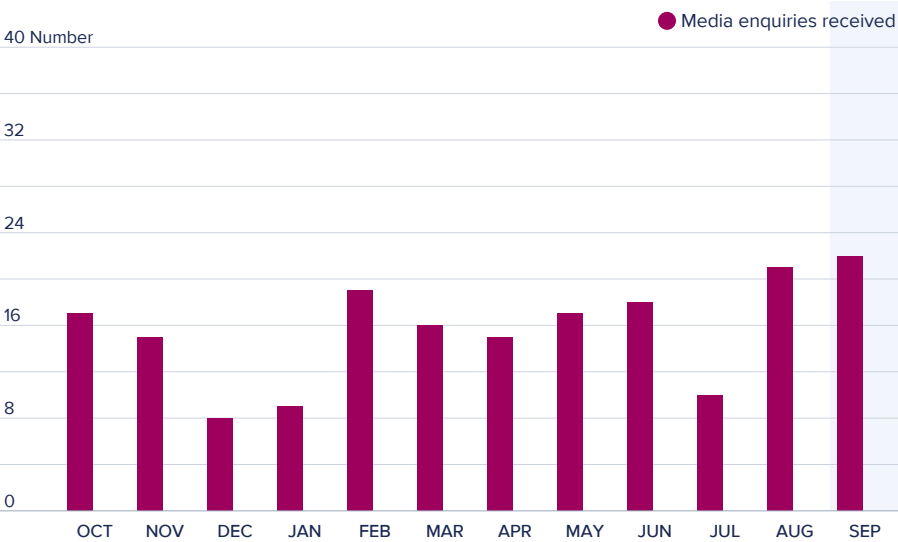
To show the trend in complaints received on a monthly basis across the year.

Closure by settlement for notified complaints (year to date)

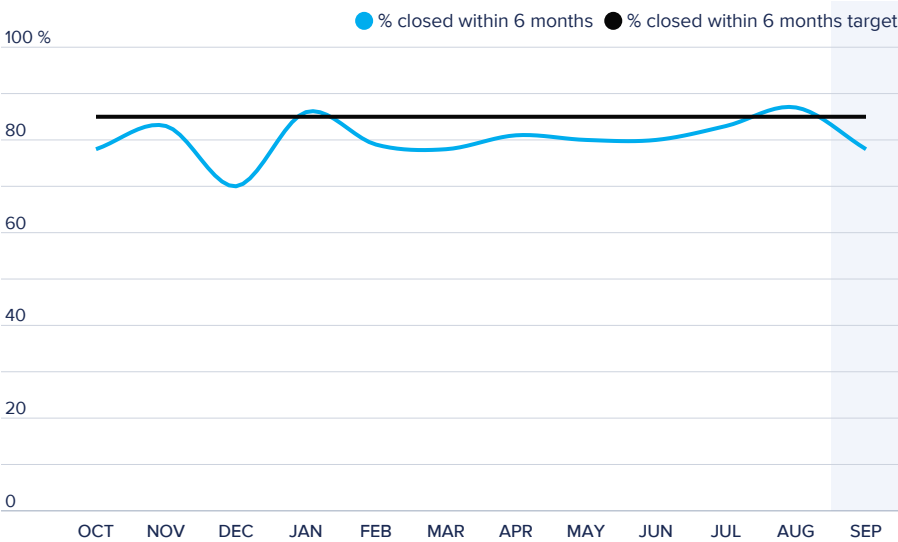


To show the % of notified complaints closed through settlement between parties. Adjustments to class of action has contributed to increases in July (there were 5 in July of which 3 were settled). There was only 1 representative complaint in August.

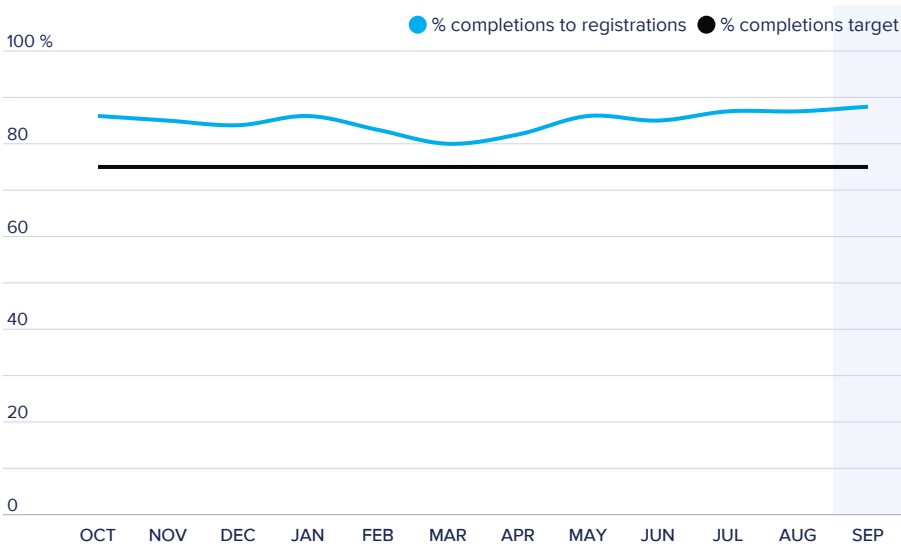
Media Enquiries received



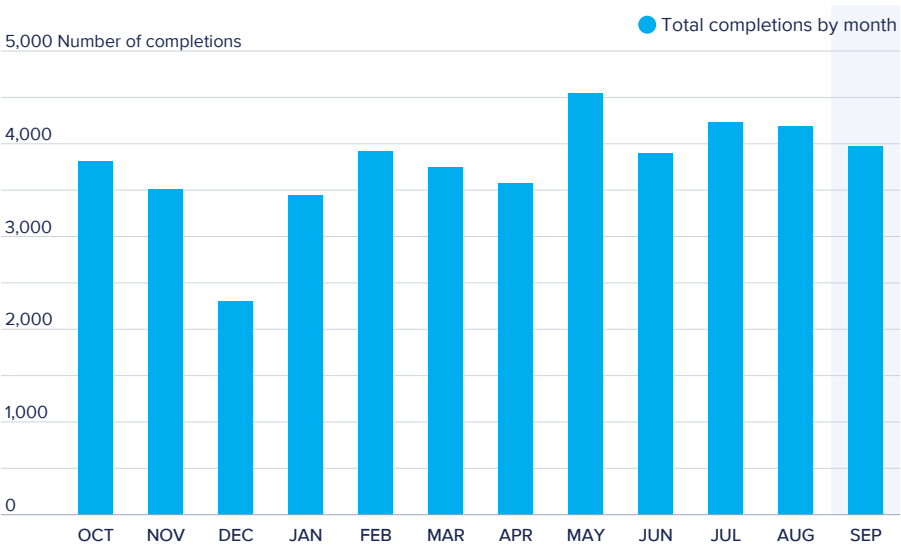
% of complaints closed less than 6 months old



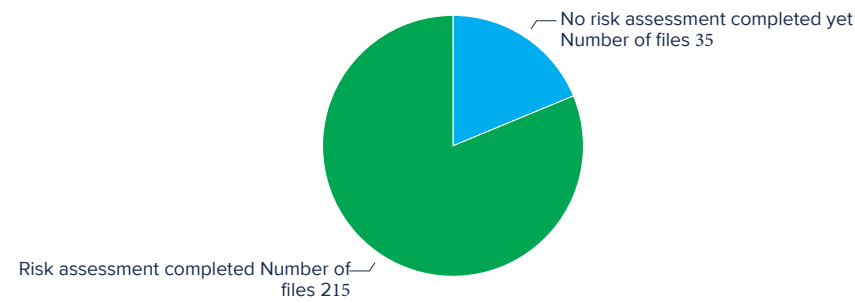
Completions as a % of registrations



TOTAL NUMBER OF E-LEARNING COMPLETIONS BY MONTH

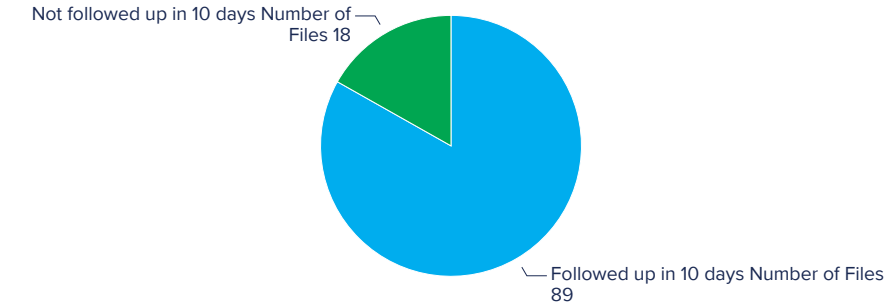


YTD Compliance issues that have been risk assessed



There were a total of 250 compliance issues of which 215 have been assessed, the balance of 35 were not assessed.

YTD Serious Harm Files followed up with 10 days of risk assessment



There were 107 relevant files, of this 89 were assessed and followed up the agency. The remaining 18 did not meet the 10 day criteria.