

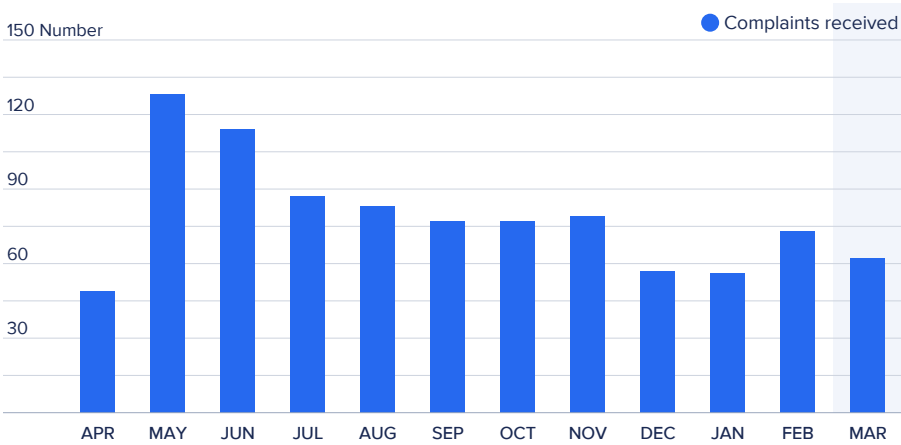


# Office of the Privacy Commissioner

## TREND REPORT - March 2024

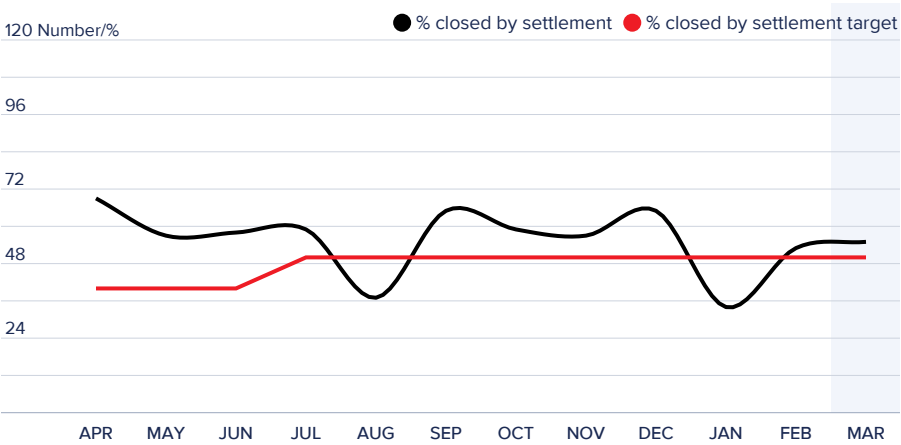
Prepared 18 April 2024

Complaints received



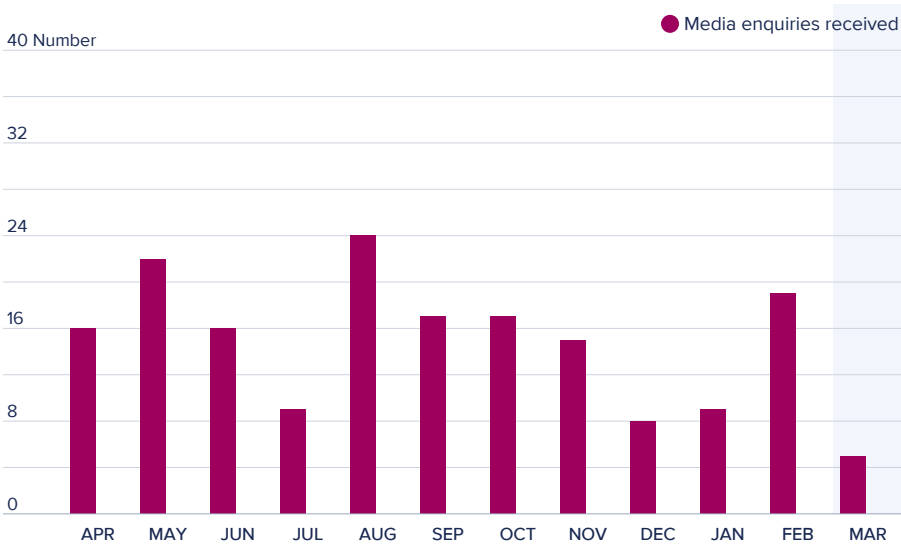
To show the trend in complaints received on a monthly basis across the year.

Closure by settlement for notified complaints (year to date)

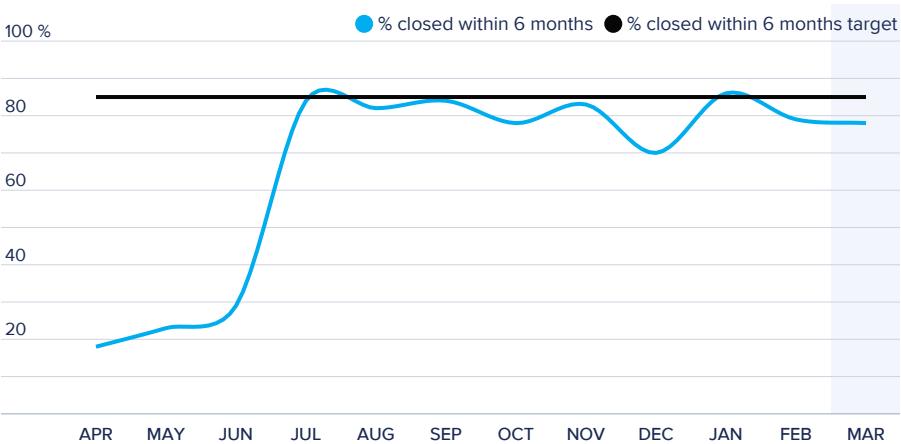


To show the % of notified complaints closed through settlement between parties.

Media Enquiries received

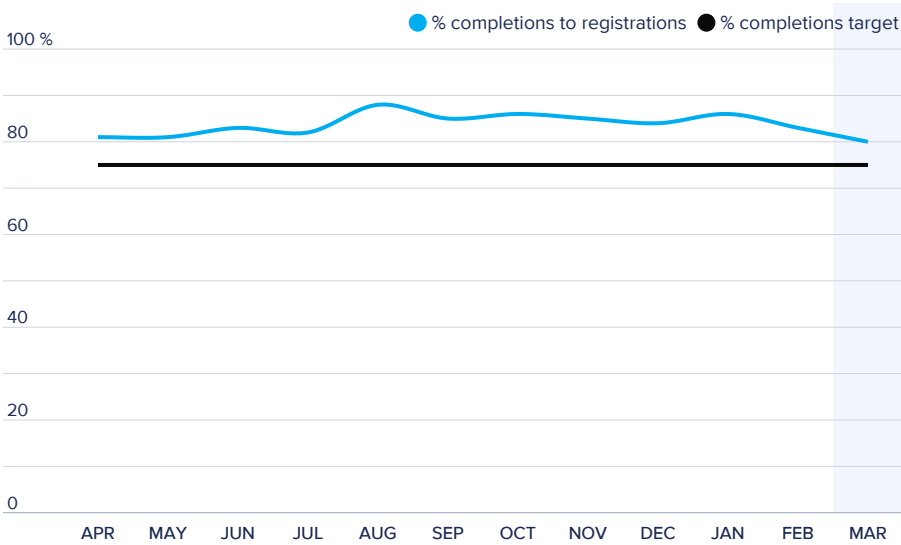


% of complaints closed less than 6 months old

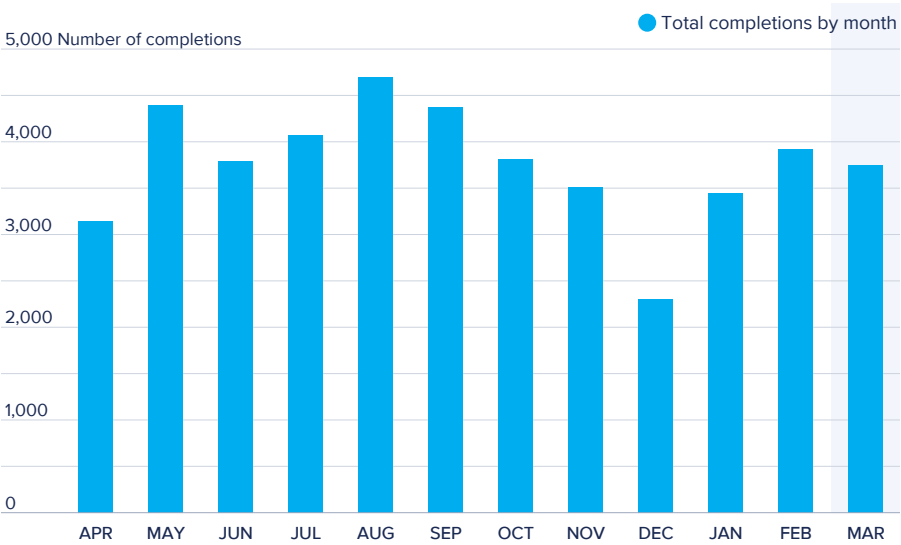


Increases in the % from July onwards is due to including fast resolve complaints. These were excluded prior to July.

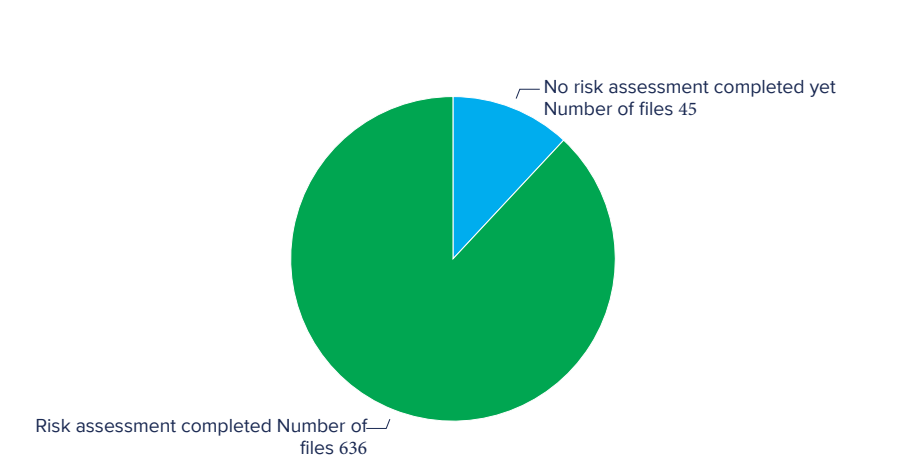
Completions as a % of registrations



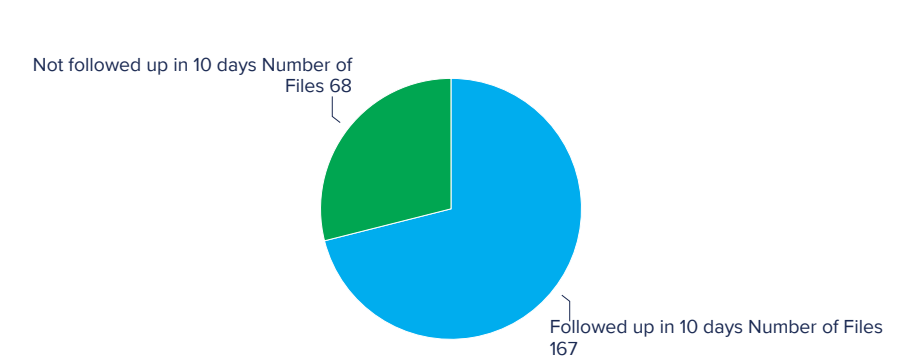
TOTAL NUMBER OF E-LEARNING COMPLETIONS BY MONTH



YTD Compliance issues that have been risk assessed



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



There was a total of 235 files, of this 167 were followed up within 10 days. The balance of 68 files did not meet the criteria (i.e. followed up within 10 days).