

## **CONSUMER COMPLAINT AGAINST A BUSINESS/CORPORATION**

### **Information Collection, Use and Access**

**Collection and Use of Personal Information.** The Public Inquiry Unit of the California Department of Justice collects the information on this form as authorized by Government Code Sections 11180, 11181, and 11182. The Unit uses this information to review your complaint. In addition, any personal information collected by state agencies is subject to the limitations in the Information Practices Act and state policy. The Department of Justice's general privacy policy is available at:

<http://oag.ca.gov/privacy-policy>

**Providing Personal Information Is Voluntary.** You do not have to provide the personal information requested. If you do not wish to provide personal information, such as your name, home address, or home telephone number, you may remain anonymous. In that case, however, we may not be able to contact you or help resolve your complaint.

**Access to Your Information.** You may review the comment or complaint that you submitted to the Public Inquiry Unit as permitted by the Information Practices Act. Please note, when submitting a comment or complaint to the Public Inquiry Unit, you should submit copies and retain your originals, as the Unit cannot return original documents.

**Possible Disclosure of Personal Information.** In order to follow up on your complaint, we may need to share the information you give us with the party you complained about or with other government agencies.

The information you provide may also be disclosed in the following circumstances:

- With other persons or agencies where necessary to perform their legal duties, and their use of your information is compatible and complies with state law, such as for investigations or for licensing, certification, or regulatory purposes;
- To another government agency as required by state or federal law;
- For law enforcement purposes, including the investigation and prosecution of violations of federal, state or local laws.

**Contact Information:** For questions about a written comment or complaint that you submitted to the Public Inquiry Unit, please fill-out and submit our online form, available at:

<http://oag.ca.gov/contact/general-comment-question-or-complaint-form>

Please specify in the "Your Comments" section the specific Public Inquiry Unit record that you are seeking. Or you may mail your request to Public Inquiry Unit, Office of the Attorney General, P.O. Box 944255, Sacramento, CA 94244-2550. In addition, if you are seeking records maintained by another Department of Justice program, you should contact that program directly.