HERE IS A SUGGESTED RESPONSE FROM CELEBRANT TO AGGRIEVED COUPLE, FROM SENIOR ADVISOR AT BDM (AMEND TO YOUR SITUATION)

Thank you for your email and for outlining your concerns. I acknowledge the seriousness with which you view this matter and appreciate the opportunity to respond fully.

I want to reiterate my apology for the unintentional disclosure of your documentation. The disclosure occurred as a result of a genuine mistake, and I acknowledge that this involved personal information that you were entitled to expect would be handled carefully.

As soon as the error was identified:

·I apologised immediately and acknowledged the mistake

·I contacted the unintended recipient straight away and requested confirmation that the email and attachment were deleted, which was done

·I provided a full refund promptly, without requiring any follow-up or dispute

These steps were taken in line with good-practice privacy breach response guidance.

INCLUDE THIS, IF COMPENSATION IS REQUESTED

In considering your request for compensation, I have carefully reflected on the impacts you have described, as well as the approach taken by the Human Rights Review Tribunal (HRRT) when assessing privacy-related harm.

In particular:

·The Tribunal treats damages as compensatory, not punitive

·Any award requires a clear causal link between the privacy breach and identifiable harm

·Emotional harm must be demonstrably attributable to the breach itself, rather than to surrounding circumstances or stressors

Having regard to these principles, my understanding is that:

·No additional financial loss was incurred as a result of the breach. While a new celebrant was engaged, this reflected a standard celebrant cost that would have been incurred in any event

·The document was not misused, further disclosed, or retained, and was deleted promptly on request

·There is no evidence of ongoing or serious harm resulting from the brief and contained disclosure

I acknowledge that any privacy mistake can be upsetting, particularly at an important time, and I regret the distress this situation caused. Based on the steps taken immediately after

the incident and the absence of demonstrable harm, I do not consider that an additional payment is warranted beyond the refund already provided.

I remain committed to learning from this incident and have reviewed my processes to reduce the risk of a similar incident occurring again.

I understand you have contacted the Office of the Privacy Commissioner and I will, of course, cooperate fully with any enquiries should they arise.

Sign off Celebrant
Disclaimer

This email may contain confidential or personal information. If you're not the intended recipient, please delete it and let me know. Thank you.