

COMPLAINTS, REQUESTS AND ENQUIRIES COLLECTION NOTICE

The Shire of Collie collects and manages personal information to respond to complaints, requests, enquiries and feedback about Shire services, facilities and activities.

Who is collecting your information?

Shire of Collie
87 Throssell Street, Collie WA 6225
Phone: (08) 9734 9000
Email: colshire@collie.wa.gov.au

You can contact the Shire using these details to request access to or correction of your personal information.

How are we authorised to collect and manage your information?

The Shire collects and manages personal information in accordance with:

- Privacy and Responsible Information Sharing Act 2024 (WA)
- Local Government Act 1995 (WA)
- State Records Act 2000 (WA).

What information do we collect?

We may collect:

- your name and contact details
- details of your complaint, request, enquiry or feedback
- supporting information and correspondence

You may choose to remain anonymous when making a complaint, request or enquiry. However, if you do not provide your name or contact details, the Shire may be unable to investigate the matter fully, respond to you, or provide updates on the outcome.

Where do we collect information from?

We may collect information:

- directly from you
- from authorised representatives
- from Shire records
- from other people or organisations involved in the matter
- from other sources where authorised by law

Why do we collect your information?

We collect personal information to:

- respond to and investigate your matter
- provide updates and outcomes
- improve Shire services
- meet legal and recordkeeping obligations

How may your information be used or disclosed?

Your information may be shared with:

- Shire employees and contractors involved in managing the matter
- service providers engaged by the Shire
- government agencies, regulators or law enforcement bodies where authorised or required by law
- other parties where needed to investigate or resolve the matter

Storage and retention of information

Information is stored in the Shire's authorised systems and managed in accordance with the State Records Act 2000 (WA) and other legal requirements. When eligible for disposal, records will be securely destroyed or de-identified.

What happens if you do not provide the information?

You may choose not to identify yourself when contacting the Shire. However, if you do not provide sufficient information, the Shire may be unable to:

- investigate your matter
- respond to your complaint, request or enquiry
- provide updates or outcomes
- take appropriate action

Your personal information

If you believe the Shire has mishandled your personal information, you can lodge a privacy complaint using the contact details above or by contacting the Shire's Privacy Officer at privacy@collie.wa.gov.au

.Please avoid including unnecessary personal or sensitive information unless it is relevant to your matter.