

PRIVACY COMPLAINT COLLECTION NOTICE

The Shire of Collie collects, uses, stores and discloses personal information for the purpose of receiving, assessing, investigating, resolving and responding to privacy complaints and related enquiries. This includes complaints relating to the collection, use, disclosure, storage, access, correction and management of personal information by the Shire.

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 the details above if you would like to access or correct your personal information. You may also have rights under the Privacy and Responsible Information Sharing Act 2024 (WA) and other applicable laws.

How are we authorised to collect and manage your information?

The Shire collects, uses, stores and discloses personal information in accordance with applicable legislation, including:

- Privacy and Responsible Information Sharing Act 2024 (WA)
- Local Government Act 1995 (WA)
- State Records Act 2000 (WA)
- Freedom of Information Act 1992 (WA)
- Any other applicable local legislation relating to privacy, complaints handling and local

What information do we collect?

Depending on the nature of your complaint or enquiry, we may collect:

- your name and contact details
- information required to verify your identity
- details of your privacy complaint or enquiry
- correspondence between you and the Shire
- records of meetings, interviews or discussions relating to the complaint
- information about individuals, services or systems involved in the complaint
- supporting documents and evidence provided by you
- any other information reasonably required to investigate and respond to your complaint

Who do we collect information from?

We may collect personal information:

- directly from you
- from Shire employees involved in the matter
- from contractors or service providers engaged by the Shire
- from witnesses or other individuals who may provide relevant information
- from records and systems used by the Shire
- from other sources where authorised or required by law

Why do we collect your information?

We collect personal information to:

- receive and manage privacy complaints and enquiries
- investigate alleged privacy incidents or breaches
- communicate with complainants and affected individuals
- assess compliance with privacy obligations
- identify and address privacy risks and improve services
- maintain records of complaints and outcomes
- meet legal, regulatory and recordkeeping obligations

How may your information be used or disclosed?

Your personal information may be used for the purposes listed above and may be disclosed to:

- Shire employees, investigators and authorised officers involved in managing the complaint
- legal advisers, insurers, auditors or professional advisers engaged by the Shire
- contractors or service providers where necessary to investigate or resolve a complaint
- government agencies, regulators or oversight bodies where authorised or required by law
- law enforcement agencies where authorised or required by law

The Shire will only use or disclose personal information to the extent reasonably necessary to investigate and respond to your complaint or as otherwise authorised by law.

Storage and Retention of Information

The Shire takes reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure.

Your personal information is stored in the Shire's records management systems and other authorised business systems used to administer privacy complaints and enquiries.

The Shire retains personal information in accordance with the State Records Act 2000 (WA), relevant retention and disposal authorities, and other applicable legal and operational requirements. Personal information will be retained only for as long as required to investigate and manage the complaint, meet statutory obligations, resolve disputes, undertake reviews or audits, and comply with recordkeeping requirements.

When personal information is no longer required and is eligible for disposal, it will be securely destroyed or de-identified in accordance with applicable recordkeeping and information management requirements.

What happens if you do not provide the information?

If you do not provide the requested information, the Shire may be unable to:

- investigate your complaint effectively
- verify your identity
- contact you about your complaint
- gather relevant facts and evidence
- provide a response or outcome
- resolve the matter appropriately

Your Personal Information

You may request access to or correction of your personal information in accordance with the Privacy and Responsible Information Sharing Act 2024 (WA) and other applicable legislation.

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

Please note that information provided in connection with a privacy complaint may be used for complaint management, investigations, legal proceedings, audit activities, staff training, service improvement and compliance purposes where authorised by law.