

WASTE SERVICES COLLECTION NOTICE

The Shire of Collie collects, holds and manages personal information for the purpose of administering waste management services, including waste collection, bin repair and replacement requests, tip pass administration, waste facility access, service requests and customer enquiries.

Who is collecting your information?

Shire of Collie, 87 Throssell Street Collie WA 6225

Phone: (08) 9734 9000

Email: colshire@collie.wa.gov.au

To access or correct your personal information, please contact the Shire administration office using the contact details above.

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

How are we authorised to collect your information?

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

- the Privacy and Responsible Information Sharing Act 2024 (WA);
- Local Government Act 1995
- Waste Avoidance and Resource Recovery Act 2007
- Waste Avoidance and Resource Recovery Regulations 2008 (WA)
- Any applicable Shire of Collie local laws relating to waste management services

For further information and policy, refer to our privacy page, www.collie.wa.gov.au/privacy

What information do we collect?

Depending on the service requested, the Shire may collect your name, address, contact details, property information, service request details, and any other information reasonably required to administer waste management services.

Why do we collect your information?

We collect your personal information for the purpose of:

- coordinating waste collection services and requests with service providers
- processing applications and requests, including bin repairs/replacements, tip passes and waste collection
- managing customer service interactions and providing updates
- administering waste services for properties and ratepayers.

How may your information be used or disclosed?

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

- contracted waste service providers and supporting technology providers engaged by the Shire (e.g. Cleanaway) to deliver, administer, action and report on service requests
- government agencies, regulators or law enforcement bodies where authorised or required by law

Consequences of not providing information

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

- action or respond to your enquiry or service request
- arrange or deliver waste services (e.g. bin repairs, collections, or replacements)
- provide updates regarding your request

Your Personal Information

Individuals who believe their personal information has been mishandled may lodge a privacy complaint using the contact details above or directly to the Shire of Collie Privacy Officer at privacy@collie.wa.gov.au