

Personal Information Privacy Policy

Policy Owner: Director, Corporate Strategy & Performance
Contact Person: Manager, Customer & Information Services
Date of Approval: 4 June 2019 CS05-06/19

POLICY STATEMENT

The City of Wanneroo (the City) considers that the responsible handling of **Personal Information** is a key aspect of democratic governance and is committed to protecting an individual's right to privacy. This policy applies to all Personal Information held by the City.

POLICY OBJECTIVE

The City collects, stores and uses a broad range of information about customers, ratepayers, residents, volunteers, employees and prospective employees. A significant part of that information is Personal Information.

This policy ensures that all reasonable steps are taken so that the collection, use, disclosure and handling of all Personal Information by the City aligns with relevant Australian Privacy Principles.

SCOPE

This policy applies to all Personal Information held by the City.

DETAIL**Collection of Personal Information**

- The City will only collect Personal Information that is reasonably necessary for, or directly related to, its obligations or performing one or more of the City's functions or activities.
- The City will only collect Personal Information by lawful and fair means.
- The City will ensure that the collection does not unreasonably intrude into the personal affairs of the individual.
- The City usually collects Personal Information directly from the individual concerned.
- The City will collect Personal Information from other parties if consent is given in writing by the authorised individual or required by law.

Storage of Personal Information

- The City may store Personal Information in a range of mediums including electronic systems or paper files.
- All information is stored securely and restricted to access by authorised personnel only.
- Where Personal Information is stored by a contracted third party, the City requires them to comply with this Policy.

Use or Disclosure of Personal Information

- The City will only use or disclose Personal Information for the primary purposes for which it was collected or for directly related secondary purposes which would be reasonably expected by the individual, or as permitted or required by law. If there is any doubt about this expectation then consent will be sought from the individual prior to disclosure of Personal Information for a secondary purpose.
- The City will not disclose any Personal Information unless it is satisfied that the information is to be used for the purpose for which it was collected or a directly related purpose that the individual would reasonably expect.
- Where Personal Information is used by a contracted third party, the City requires them to comply with this Policy.

Quality of Personal Information

- The City will take reasonable steps to ensure that the Personal Information is relevant, accurate and up-to-date before using it.
- The City will take steps, as reasonable in the circumstances to ensure that Personal Information it collects is relevant and not excessive.
- The City will update Personal Information held when necessary or when the individual concerned advises the City that their Personal Information has changed.

Security of Personal Information

- The City will take steps to protect Personal Information held by the City from misuse, interference, loss, unauthorised access, modification or disclosure.
- The City has data protection and security measures including administrative, physical and technical access restrictions to Personal Information to ensure access by only authorised personnel.
- The City will ensure that Personal Information is not kept any longer than necessary or destroyed or de-identified in line with accepted document disposal schedules.

DISPUTE RESOLUTION *(If applicable)*

All disputes in regard to this policy will be referred to the Director Corporate Strategy & Performance in the first instance. In the event that an agreement cannot be reached, the matter will be submitted to the CEO for a ruling.

EVALUATION AND REVIEW PROVISIONS

This policy will be reviewed in line with legislative changes.

DEFINITIONS

DEFINITIONS: Any definitions listed in the following table apply to this document only.

<i>Personal Information</i>	<p>Means “information or an opinion about an identified individual, or an individual who is reasonably identifiable:</p> <p style="padding-left: 40px;">(a) Whether the information or opinion is true or not; and</p> <p style="padding-left: 40px;">(b) Whether the information or opinion is recorded in a material form or not.”</p> <p>This includes information the City has collected in any format including correspondence, in person, over the phone or over the Internet or sourced from third parties.</p> <p>Personal Information includes but is not limited to names, address, telephone numbers, email addresses, date of birth and rates records.</p> <p>Personal Information does not include information about an individual that is contained in a publicly available publication as set out in the Local Government Act. Personal Information, once it is contained in a publicly available publication, ceases to be covered by the Personal Information Privacy Policy.</p>
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RELEVANT POLICIES/MANAGEMENT PROCEDURES/DOCUMENTS OR DELEGATIONS

- Compliments, Feedback & Complaints Policy (Council Policy)
- Freedom of Information Statement (Council publication)
- Our Customer Service Commitment (Council publication)
- Code of Conduct (Corporate document)
- Compliments, Feedback & Complaints Management Procedure (Corporate document)
- Freedom of Information Management Procedure (Corporate document)
- ICT Security Policy (Corporate document)
- Requests for Information about Owner Occupiers, Electors & Ratepayers Management Procedure (Corporate document)

REFERENCES

Local Government Act 1995

The Local Government Act 1995 section 5.94 provides a list of information held by the local government that can be inspected by any person if they attend the local government's offices during office hours. Section 5.95 limits these rights in certain circumstances.

Local Government (Administration) Regulations 1996

The Local Government (Administration) Regulations 1996 part 7 – Access to information provides further details of the information to be available for public inspection.

Freedom of Information Act 1992

The Freedom of Information Act 1992 gives members of the public the right to access documents held by the City and provides the means to amend Personal Information which is inaccurate, incomplete, out of date or misleading.

More information on Freedom of Information and how to make an application can be found on the website of the Office of the Information Commissioner: <http://www.oaic.gov.au/>, or on the City's own website.

RESPONSIBILITY FOR IMPLEMENTATION

The Director Corporate Strategy & Performance is responsible for the implementation of this policy.

Version	Next Review	Record No:
4 June 2019 (CS05-06/19)	In accordance with legislative changes	17/209419