

Council Policy (WCC.022)

Privacy Policy

Responsible Officer:

General Manager

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1 INTRODUCTION

West Coast Council is committed to protecting the privacy of its website users and providing quality services to you. This policy outlines our ongoing obligations to our website visitors with respect to how we collect, use and disclose, store, secure and dispose of your personal information.

We comply with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth). These principles govern the way in which we handle Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.oaic.gov.au.

2 COLLECTION OF PERSONAL INFORMATION

2.1 What is Personal Information and why do we collect it?

Personal Information is defined as information or an opinion that identifies an individual. Examples of Personal information we collect may include names, addresses, email addresses, phone and facsimile numbers.

We may obtain your Personal Information through various channels, including interviews, correspondence, telephone, facsimile, email, media and publications, publicly available sources, forms you have lodged with us, and third parties.

We do not guarantee website links or policies of authorised third parties.

We collect your Personal Information for the purposes of:

- Providing Services to you
- Enforcing statements and notices issued by us
- Protecting the rights or property of the Council, Council Staff, and members of the public

We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

2.2 Sensitive Information

Sensitive information as defined in the Privacy Act includes information or opinions about an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional bodies, criminal records, or health information.

If you provide sensitive information, we will use it only with your consent or where required or authorised by law.

2.3 Third Parties

In accordance with best practices, we will make reasonable efforts to collect your Personal Information directly and only from you. However, in some circumstances, we may receive information from third parties. If this occurs, we will take appropriate steps to ensure the accuracy and completeness of the information provided.

3 USE AND DISCLOSURE OF PERSONAL INFORMATION

There are several circumstances under which we may disclose your Personal Information, including:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

4 SECURITY OF PERSONAL INFORMATION

Council ensures that your Personal Information is held in a secure manner that effectively guards against misuse, loss, modification, disclosure and unauthorised access.

Once your Personal Information is no longer necessary for its intended purpose, we will take appropriate measures to securely dispose of it, either by permanently deleting it or by de-identifying your Personal Information.

5 ACCESS TO AND CORRECTION OF PERSONAL INFORMATION

5.1 To Access to your Personal Information

You may access the Personal Information we hold about you and update and/or correct it, subject to certain expectations. If you wish to access your Personal Information, please contact us in writing.

West Coast Council will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

To protect your Personal Information, we may require identification from you before releasing the requested information.

5.2 Maintaining the Quality of your Personal Information

Council takes appropriate measures to maintain the accuracy, completeness and currency of your Personal Information. If you discover that the information we possess is not current or is incorrect, please notify Council promptly, so we can update our records and continue to provide quality services to you.

6 POLICY UPDATES

This policy is subject to change, the most current version will be made accessible on our website.

7 COMPLAINTS AND ENQUIRIES

If you believe that West Coast Council has mishandled your personal information, you have the right to lodge a complaint with us. To do so, please write to us the address provided below and ensure that you include the following details in your complaint:

- Your name and contact details
- Any identification or reference numbers, if relevant
- A brief description of the matter and why you believe that your personal information has been mishandled (including what happened, when it happened, and any consequences)
- Your desired outcome for resolving the issue

If you choose to put your complaint in writing, please also include contact details and the date of your letter.

West Coast Council

11 Sticht Street

Queenstown TAS 7467

Email – wcc@westcoast.tas.gov.au

If you are not satisfied with our response to your complaint, you can lodge a complaint with the Office of the Australian Information Commissioner. Please note that they only accept complaints in writing, and you can send your complaint to:

Office of the Australian Information Commissioner (OAIC)

GPO Box 5288

Sydney NSW 2001

Fax - +61 2 6123 5145

Website – www.oaic.gov.au