



PRIVACY POLICY

1. POLICY STATEMENT

The City of Kalgoorlie-Boulder (the City) is committed to protecting the privacy of personal information it collects, stores, uses and discloses in the course of delivering its services and performing its functions. This policy establishes the City's approach to handling personal information in accordance with the Privacy and Responsible Information Sharing (PRIS) framework and the Information Privacy Principles (IPPs).

2. PURPOSE

This Policy explains how the City collects, uses, stores and shares personal information. The City performs a range of local government functions, including the delivery of community services, infrastructure management, regulatory services, planning and development and administration of local laws.

3. SCOPE

This Policy applies to:

- Elected Members
- Employees
- Contractors and service providers
- Volunteers
- Any person or organisation handling personal information on behalf of the City

It applies to all personal information collected and managed by the City in the course of delivering its services and functions.

4. DEFINITIONS

Automated Decision-Making means the use of systems or processes that assist or make decisions based on personal information.

Collection means the gathering, acquiring or obtaining of personal information from any source.

De-identified Information means information where identifying details have been removed so individuals cannot reasonably be identified.

Disclosure means the sharing of personal information outside the City.



Information Breach Response Plan means the City’s documented process for responding to suspected or actual information breaches, including containment, assessment, notification and remediation activities.

Personal Information means information or an opinion, whether true or not and whether recorded in any form, about an identified individual or an individual who is reasonably identifiable.

Privacy Officer means the designated officer responsible for overseeing privacy compliance, enquiries and complaints.

Sensitive Personal Information means personal information requiring a higher level of protection, including information about health, racial or ethnic origin, political opinions, religious beliefs, union membership, sexual orientation or criminal history.

Unique Identifier means a number or code assigned to identify an individual (e.g. customer ID, employee number).

Use means the handling of personal information within the City.

5. OUR COMMITMENT TO PRIVACY

The City values the privacy of our community, customers and staff.

We are committed to:

- Being open and transparent about how we handle personal information
- Only collecting information that is necessary
- Keeping information secure and accurate
- Respecting your rights to access and correct your information
- Responding appropriately to privacy concerns and complaints

6. ROLES AND RESPONSIBILITIES

Role	Responsibilities
Elected Members	<ul style="list-style-type: none"> • Handle personal information in accordance with this Policy and relevant legislation. • Only access and use personal information for official Council business. • Maintain confidentiality of information obtained in their role and not disclose it improperly. • Report any suspected privacy risks, incidents or breaches in a timely manner.



Role	Responsibilities
Chief Executive Officer (CEO)	<ul style="list-style-type: none"> Accountable for ensuring organisational compliance with this Policy and relevant legislation. Provide leadership and oversight of privacy and information management practices. Ensure appropriate governance frameworks, resources and systems are in place to support compliance.
Directors	<ul style="list-style-type: none"> Responsible for implementing this Policy within their directorates. Ensure appropriate controls, processes and oversight mechanisms are established and maintained. Promote a culture of privacy awareness, compliance and accountability across their business units.
Managers	<ul style="list-style-type: none"> Ensure staff within their areas understand and comply with this Policy. Ensure personal information is only accessed and used where required for business purposes. Ensure suspected privacy risks, incidents or breaches are promptly reported and escalated.
Employees, Contractors and Volunteers	<ul style="list-style-type: none"> Handle personal information in accordance with this Policy and relevant legislation. Only access personal information necessary to perform their duties. Protect personal information from misuse, loss or unauthorised access. Report any suspected privacy risks, incidents or breaches.
Coordinator Information Management / Privacy Officer	<ul style="list-style-type: none"> Oversee privacy compliance and PRIS implementation across the organisation. Manage privacy enquiries, complaints and breach responses. Provide advice, guidance and training to staff on privacy obligations. Monitor compliance and support continuous improvement of privacy practices.
Data Breach Response Team	<ul style="list-style-type: none"> Activated in accordance with the City's Information Breach Response Plan.



Role	Responsibilities
	<ul style="list-style-type: none"> • Responsible for containment, assessment, mitigation and response to information breaches. • Coordinate internal response and external notifications where required.

The City takes data breaches seriously and will investigate all suspected and actual breaches promptly.

Where required, affected individuals and relevant regulators will be notified in accordance with applicable legislation.

7. COLLECTION OF PERSONAL INFORMATION

The City collects personal information to deliver services, meet legal obligations and perform its functions.

Types of information collected may include, but is not limited to:

- Name and contact details
- Date of birth
- Property and ratepayer information
- Development and building application details
- Financial and payment information
- Employment-related information
- CCTV and security footage
- Correspondence and complaints

How information is collected may include, but is not limited to:

- Forms (online and paper)
- Email and correspondence
- Customer service interactions
- City systems
- Website and online services
- CCTV and security systems
- Third parties where authorised

In some cases, the collection of personal information is required by law. Where it applies, it will be identified at the point of collection.

8. AUTOMATICALLY COLLECTED INFORMATION

When interacting with the City online, limited information may be collected such as IP address, browser type and page visited.



This information is used for analytics and service improvement. Cookies may be used and can be managed through browser settings.

9. USE OF PERSONAL INFORMATION

Personal information is used for purposes related to the City's functions, including:

- Delivering services
- Managing applications, permits and rates
- Customer service and enquiries
- Regulatory and compliance activities

Information will only be used for another purpose where:

- Consent have been provided
- Required or authorised by law
- Reasonably expected

The City may share personal information with other government agencies or authorised entities where it is lawful, necessary and proportionate to support the safety, wellbeing or public interest outcomes outlined under the Privacy and Responsible Information Sharing Act 2024 (WA). Information sharing decision will be guided by necessity, proportionality, data minimisation and safeguarding principles.

10. DISCLOSURE OF PERSONAL INFORMATION

Personal information may be disclosed:

- To contractors or service providers
- To government agencies
- Where required or authorised by law
- To prevent serious risk to health or safety

Unique identifiers are used for internal administrative purposes and are not disclosed externally unless authorised.

11. STORAGE, SECURITY AND RETENTION

Personal information is stored securely in:

- Electronic systems
- Physical records

The City protects information through:

- Access controls
- Secure storage practices
- Staff training



- Monitoring and audit processes

Personal information is retained in accordance with legislative and operational requirements and disposed of securely when no longer required.

12. ACCESS AND CORRECTION

Individuals have the right to:

- Request access to their personal information
- Request correction of inaccurate information

Requests may be made informally or under the Freedom of Information Act 1992 (WA).

Personal information may be de-identified through redaction, removal of identifiers or aggregation where appropriate.

13. ANONYMITY AND PSEUDONYMITY

Where lawful and practical, individuals may remain anonymous or use a pseudonym. This may not be possible where identification is required.

14. AUTOMATED DECISION-MAKING

Where automated decision-making is used, the City will ensure appropriate transparency, human oversight and safeguards are in place and individuals may request further information about how decision affecting them are made, where lawful and practicable and in accordance with the City's Artificial Intelligence Policy.

15. CROSS-BORDER DISCLOSURE

The City does not generally disclose personal information outside Australia. Where this occurs, appropriate protections are applied.

Where cross-border disclosure occurs, the City will take reasonable steps to ensure the recipient handles personal information in a manner consistent with Australian privacy obligations.

16. INFORMATION BREACHES

The City takes data breaches seriously and investigates all suspected or confirmed breaches promptly. Where a breach is likely to result in serious harm to an individual, the City will notify affected individuals and relevant regulators in accordance with applicable legislation and the City's Information Breach Response Plan.



17. COMPLAINTS

The City is committed to managing privacy complaints in a fair, transparent and timely manner.

Any individual who believes their personal information has been mishandled, improperly disclosed, or otherwise managed in breach of this Policy or relevant legislation may lodge a privacy complaint with the City.

Privacy complaints will be:

- Treated confidentially and respectfully
- Assessed and investigated promptly
- Managed in accordance with the City’s complaints handling processes
- Responded to within reasonable timeframes
- Escalated where appropriate to ensure proper oversight and resolution

Where a privacy complaint identifies a potential information breach, the matter may also be managed in accordance with the City’s Information Breach Response Plan.

The City will take reasonable steps to resolve privacy complaints and may implement corrective actions or process improvements where required.

Individuals who are dissatisfied with the outcome of a complaint may request that the matter be reviewed in accordance with applicable legislation and external review mechanisms.

18. REVIEW

This Policy will be reviewed regularly to ensure it remains current and aligned with legislation and City practices.

DOCUMENT CONTROL				
Responsible Department	Information Management			
Description of Changes				
Version	Resolution Number	Endorsement Date:	Last Reviewed Date:	Next Review Date:
1.0	15.3.2.1	15 June 2026	May 2026	May 2027