



# INFORMATION PRIVACY POLICY

## POLICY STATEMENT

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The City of Bunbury (the City) values the privacy of our residents, customers, and stakeholders. It views protecting your privacy as integral to our commitment to complete accountability and integrity in all our activities and programs. This information privacy policy outlines how the City collects, stores, and manages personal information in the course of performing its activities, function and services in accordance with privacy and responsible information sharing legislation.

## POLICY SCOPE

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This policy applies to: Elected Members, Committee Members, and staff.

## POLICY DETAILS

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### **Definition**

The Privacy Act defines Personal information as “information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.”

The City complies with the 11 Privacy and Responsible Information Sharing Principles (IPPS) when collecting and handling personal information.

### **COLLECTION**

The City collects information about our customers and stakeholders in the performance of our services and functions, as required by law.

The types of information collected are:

- Names and addresses
- Telephone numbers
- Email address
- Next of Kin
- Gender
- Signature
- Date of Birth
- Personal Image

- Voice recognition
- Medicare details
- Driver's license
- Concession Cards
- Credit Cards
- Bank Account
- Health Information
- Police Clearance
- Tax File Numbers

This information is collected in various formats when you conduct business with us:

- hardcopy
- electronic fillable forms
- online web based forms
- recorded meetings
- CCTV

Information collected is used for the sole purpose it is collected and is not transferred for other purposes, unless a form involves another agency such as the State Government. You will be informed if information you are providing is collected on behalf of another agency.

#### Automatically generated information

When you engage with the City through Social Media such as Facebook, LinkedIn, Instagram, your information is used to gather statistics to enable the City to focus communications. The social networking service will also handle your personal information for its purposes. These sites have their own privacy policies.

The City's website may use cookies to collect anonymous traffic data from users who access this website. Additionally, our web servers may collect information such as browser type, IP address, and domain name of clients accessing the site. Where you provide details to us due to an interest in services provided by the City of Bunbury, you consent to us sending commercial electronic messages to any address you provide.

Browsing any website, including the Bunbury City Council site, generates a trail of the pages visited, known as 'Click Streams', these are a user's path when navigating a website and the Internet.

When you visit our site, our servers may record the following information for statistical purposes:

- The user's server (IP) address and machine name
- The date and time of the visit to the site
- The pages accessed and documents downloaded
- The number of bytes transmitted and received for each request
- The address of the referring page visited
- Search terms used
- The type of browser used

The City may examine this information to determine the traffic through the server, specific pages, and applications to deliver better information.

No attempt is made to identify users or their browsing activities except in the unlikely event of an investigation or the need to determine details related to a security breach or other inappropriate activity.

A 'Cookie' is a piece of data stored on the user's computer tied to information about the user. Bunbury City Council uses only session ID cookies, and once users close the browser, the cookie terminates. Cookies can be easily blocked on your computer by changing your cookies preference in your web browser settings.

The City of Bunbury website may contain links to domains other than [www.bunbury.wa.gov.au](http://www.bunbury.wa.gov.au). Such sites may be controlled or provided by third parties. Links to these sites in no way comprise an endorsement, approval, recommendation, or preference for these sites. Use of any third-party sites may be subject to terms and conditions different from this site. Use of any linked sites is entirely at your own risk.

## **USE AND DISCLOSURE**

The City will only use Personal information collected for the purpose it has been collected or for a purpose you would reasonably expect in carrying out the City's activities and functions, including:

- To maintain the assessment record (rates) and other records of local government nature;
- To provide you with information about the City's services and facilities;
- To determine and provide appropriate services and facilities;
- To administer and manage processes such as permit applications, animal ownership, billing and collection of levies and charges, parking controls, and development proposals.

## **UNIQUE IDENTIFIERS**

Unique identifiers created by the City of Bunbury are for internal use only and are not disclosed or used outside of the systems they are created.

## **STORAGE AND PROTECTION**

Storage and protection of information is handled as per the WA State Records Act 2000 and associated Standards, Principles and Schedules.

Personal information is stored electronically and paper copies of information is scanned and the paper copy is destroyed.

When providing credit card details to the City to make a payment, the card details will be redacted once the transaction has been processed.

The City maintains a database of properties within the City of Bunbury, which includes personal information relating to property owners such as names, addresses, and also records of any complaints and enquiries related to a property.

Storage locations include:

- City Records Management System: Content Manager
- One Drive
- Community Portal
- Authority
- City issued computers

## SHARING

In complying with its obligations under subclause 9.12 of the Privacy Act the City of Bunbury will not disclose personal information that relates to an individual to a person (other than the individual) outside Australia.

The City will take reasonable steps to ensure that your personal information is not disclosed to third parties except in the following circumstances:

- To undertake market research for the City, in which case the supplier is prohibited from using your personal information except to provide these services to the City of Bunbury.
- If, on an application by a person for information under the *Freedom of Information Act 1992*, the City (or the Western Australian Information Commissioner on appeal) adjudges that disclosure of that personal information would, on balance, be in the public interest.
- As required by a court order
- As otherwise required or authorised by law
- To complete the purpose or function for which the information is provided, which includes when submissions supplied as part of a report (or an attachment to a report) presented to the Council for decision
- For collecting monies owed to the City
- In the recovery of outstanding library materials or monies through a contracted debt collection agency
- Otherwise, only with the customer or stakeholder's consent, express or implied.

Information received by the City of Bunbury is protected from unauthorised use and disclosure by virtue of specific provisions in the *Crime Act 1914*, *Public Service Act 1999*, and the *Public Service Regulations 1999*.

## PUBLIC REGISTERS

The City will not disclose Personal Information kept in a Public Register unless the information is to be used for a purpose relating to the purpose of the Register, or an Act under which the Register is kept.

The City requires that any person who applies for information from a Public Register completes a statutory declaration describing the intended use of any information obtained from the public register.

## **ANONYMITY**

An individual can remain anonymous when dealing with the City, unless required by law to deal with identified individuals or it is impractical to deal with unidentified individuals.

## **ACCESS AND COMPLAINTS**

An individual may seek to access their personal information or seek a review of how their information is handled and shared.

When requesting a copy of your information, or to update your information this must be in writing and emailed to [info@bunbury.wa.gov.au](mailto:info@bunbury.wa.gov.au). Formal identification will be required prior to any information being given or amended.

To make a complaint please email [info@bunbury.wa.gov.au](mailto:info@bunbury.wa.gov.au)

Forms are available on the City website or from the Customer Service at the Administration building.

## **COMPLIANCE REQUIREMENTS**

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### **LEGISLATION**

- Privacy and Responsible Information Sharing
- Western Australia State Records Act
- *Crime Act 1914*,
- *Freedom of Information Act 1992*
- *Public Service Act 1999*
- *Public Service Regulations 1999*
- *State Records Act 2000*

### **INDUSTRY**

N/A

### **ORGANISATIONAL**

City of Bunbury Record Keeping Plan 2023 – 2028

Document Control					
<b>Document Responsibilities:</b>					
<b>Owner:</b>	Chief Executive Officer	<b>Owner Business Unit:</b>	Governance		
<b>Reviewer:</b>	Manager Governance	<b>Decision Maker:</b>	Council		
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