

Privacy Policy Guide

Guide to how the City handles
your personal information.

At the City of Mandurah (the City), we take your privacy seriously and are committed to handling personal information responsibly in accordance with the Privacy and Responsible Information Sharing Act 2024 (PRIS Act) and the Information Privacy Principles (IPPs). This Guide provides an overview of how the City manages personal information across our services, functions, and digital platforms.

Who Are We?

Our Vision: Woven by waterways; a city that is thriving and connected to its people and nature.

Our Purpose: Shaping a vibrant city, delivering possibility for everyone.

The City is a local government responsible for delivering a wide range of services, facilities and regulatory functions in accordance with the Local Government Act 1995 and other legislation. To perform these functions, we may need to collect, use, store and disclose personal information.

Purpose of Our Guide

This Guide provides a transparent overview of how the City handles personal information.

What Is Covered in Our Guide?

This Guide outlines:

- how we collect and store personal information
- how we use and disclose it
- how we keep it secure
- how you can access and correct your information
- how to make a privacy complaint

Who Does This Guide Apply To?

This Guide applies to anyone whose personal information we collect, including:

- residents
- community members
- customers
- employees and job applicants
- contractors and suppliers
- stakeholders

Collecting Your Personal Information (IPP1)

What Is Personal Information?

Personal information is information or an opinion that identifies or could reasonably identify an individual. This may include:

- a name, date of birth or address;
- a unique identifier, online identifier or pseudonym;
- contact information;
- information that relates to an individual's location;
- technical or behavioural information in relation to an individual's activities, preferences or identity;
- inferred information that relates to an individual, including predictions in relation to an individual's behaviour or preferences and profiles generated from aggregated information;
- information that relates to 1 or more features specific to the physical, physiological, genetic, mental, behavioural, economic, cultural or social identity of an individual.

Sensitive personal information may include:

- health information
- biometric information
- national police clearance
- racial or ethnic origin

How Do We Collect Personal Information?

The City primarily collects personal information directly from you when you:

- interact with us online, by phone, in person or in writing
- submit an application, request or form
- register for a service, event, program or activity
- make a payment or enquiry
- apply for employment
- participate in surveys or community engagement

The City may also collect information:

- from third parties or government agencies where authorised
- through website usage, including analytics and cookies
- through records relating to properties within the City

Collection Notices

The City provides collection notices at the point of collection (e.g. forms or online services). These explain:

- why we are collecting your information
- how we will use and disclose it
- whether the information is required by law
- how you can access or correct it

How We Use Your Personal Information (IPP2)

Why Do We Use Your Information?

The City uses personal information to:

- deliver services and carry out our functions
- communicate with you
- process applications and requests
- meet legal and regulatory obligations
- improve services and customer experience

The City will generally only use your information for:

- the purpose it was collected, or
- a related purpose you would reasonably expect

How Might We Use Your Information?

Examples include:

- issuing rates notices
- managing permits and approvals
- providing library or recreation memberships
- sending updates about services and events
- responding to enquiries or complaints
- conducting research or service improvements

Sharing Your Personal Information (IPP2, IPP9)

Why Do We Share Your Information?

The City may disclose your personal information to third parties where necessary to deliver services or where required by law.

Who Might We Share Your Information With?

This may include:

- contractors and service providers
- government agencies
- regulators or oversight bodies
- courts or law enforcement agencies
- debt collection agencies
- insurers or legal advisers

Disclosures may occur:

- to complete a service or function
- under legislation such as the Freedom of Information Act 1992
- where required by court order
- where necessary to protect life, health or safety
- with your consent

How We Keep Your Information Safe (IPP3 & IPP4)

The City will take reasonable steps to ensure your personal information is:

- accurate, complete and up to date
- protected from misuse, loss and unauthorised access

The City protects your information by:

- restricting access to authorised staff
- maintaining secure systems and infrastructure
- using cybersecurity protections (e.g. firewalls, monitoring)
- applying physical security controls
- requiring secure handling by third parties

Online Activity

When you use the City websites, we may collect:

- IP address
- browser and device used
- pages and documents viewed; and
- time spent, scroll time and buttons clicked.

This information helps us:

- improve website functionality and user experience
- understand engagement
- enhance service delivery

Links to Third Party Sites

The City of Mandurah website may include links to other websites that are managed by third parties. If you choose to visit one of these websites, that organisation may collect your personal information.

The City cannot control how third-party websites collect, use or protect your information. We are not responsible for the privacy practices, content or policies of those websites. We encourage you to read the privacy policy of any external website before sharing your personal information.

Photographs and Videography

The City may capture images or video during events for promotional or operational purposes. If you do not wish to be photographed or filmed, please advise a City representative at the time.

What happens if there's a breach?

If the City discovers that your personal information has been used or shared inappropriately – and we can't fix it immediately – we'll contact you. The City will work with you to reduce any potential harm and let you know what steps you can take to protect yourself.

If your personal information is compromised, The City follow the process under our Information Breach Response Plan, which includes:

- identifying and containing the breach
- assessing the impact
- notifying affected individuals
- reviewing what happened to prevent it in future.

Accessing and Correcting Your Personal Information (IPP6)

If an individual wishes to make a request to access and /or correct personal information held by the City the individual should make a request by contacting the City of Mandurah.

You have the right to:

- request access to your personal information
- request corrections where information is inaccurate or incomplete

Requests can be made under the:

- Privacy and Responsible Information Sharing Act 2024 (PRIS Act)
- Freedom of Information Act 1992

For access or correction requests, you can contact the City:

- Attention: Information Sharing Officer
- Email: foi@mandurah.wa.gov.au
- Post: PO Box 210 Mandurah WA 6210

Unique identifiers (IPP7)

The City only assigns unique identifiers – such as ID numbers – when it's absolutely necessary to help us carry out our services efficiently.

We won't use identifiers assigned to you by other organisations (such as your driver's licence, Medicare number, passport number or tax file number) unless:

- it's reasonably necessary for us to do our job
- you've given us permission
- we're required to by law.

Anonymity (IPP8)

The City will always try to respect your privacy, but in most cases, we will need to identify you to provide services or support. That means using your personal information in fair and lawful ways that help us do our job properly.

Automated decision-making (IPP10)

The City does not use automated systems to make significant decisions about you based on your personal information.

If that ever changes, and we use your personal data or information, we'll let you know and ask for your permission – just as required under the Privacy and Responsible Information Sharing Act 2024.

When we no longer need your information (IPP11)

The City does not keep your personal information forever. Once it's no longer needed for our services or legal obligations, we either destroy it securely or permanently de-identify it – in line with the State Records Act 2000.

Make a Privacy Complaint

The City is committed to ensuring that any complaint received regarding an individual's personal information is dealt with professionally, investigated promptly and acted on appropriately.

This may include complaints about unauthorised access, loss or disclosure of Personal or Sensitive Personal Information.

Complaints may be made in accordance with the City of Mandurah Complaints Management Policy.

If you have a privacy concern or complaint, you can contact the City:

- Attention: Privacy Officer
- Email: council@mandurah.wa.gov.au
- Post: PO Box 210 Mandurah WA 6210

Complaints will be:

- acknowledged
- investigated
- responded to in line with legislation and policy

Where a complainant remains dissatisfied with the outcome of their complaint, they may refer the matter to the WA Information Commissioner in relation to the handling of their personal information.

Legislative Context

This Guide is informed by the following legislation:

- Privacy and Responsible Information Sharing Act 2024
- Information Commissioner Act 2024
- Freedom of Information Act 1992
- State Records Act 2000

