

Privacy and Information Sharing Policy

Responsible Division	Corporate Services and the Office of the CEO
Responsible Business Unit	Digital Solutions and Services Governance and Strategy
Responsible Officer(s)	Manager, Digital Solutions and Services Manager Governance and Strategy
Affected Business Units	All City Business Units
ECM Document Set ID	5120287

Purpose

This policy establishes how the City of Bayswater (the City) handles personal information responsibly, lawfully, and transparently. The policy sets out the collection, storage, use, disclosure, sharing, retention and disposal of personal information to ensure it is protected from misuse, loss and unauthorised access, modification or disclosure.

Scope

This policy applies to:

- All employees, Council Members, Committee Members, contractors, consultants, third-party providers and volunteers undertaking duties on behalf of the City; and
- All personal and sensitive information (including data), regardless of format, including paper-based, electronic, audio-visual and metadata held by, or on behalf of the City.

Definitions

For the purpose of this policy:

Complaint means notification of an alleged interference with personal information made to the City. This may include unauthorised access, loss or disclosure of personal or sensitive personal information.

De-Identified Information means information that has been altered or processed so that an individual can no longer be reasonably identified from the information.

Privacy by Design means an approach to systems, processes, projects and services that embeds privacy considerations and protections into the design, implementation and operation from the outset and throughout their lifecycle.

Disclosure means sharing personal information outside the City.

Unique Identifier (a) means a number or other identifier assigned by an entity to an individual to uniquely identify that individual for the purposes of the operations of the entity; but

(b) does not include an identifier that consists only of the individual's name;

Personal information means

- (a) information or an opinion, whether true or not, and whether recorded in a material form or not, that relates to an individual, whether living or dead, whose identity is apparent or can reasonably be ascertained from the information or opinion; and
- (b) includes information of the following kinds:
 - (i) a name, date of birth or address;
 - (ii) a unique identifier, online identifier, or pseudonym;
 - (iii) contact information;
 - (iv) information that relates to an individual's location;
 - (v) technical or behavioural information in relation to an individual's activities, preferences, or identity;
 - (vi) inferred information that relates to an individual, including predictions in relation to an individual's behaviour or preferences and profiles generated from aggregated information; and
 - (vii) information that relates to one or more features specific to the physical, physiological, genetic, mental, behavioral, economic, cultural, or social identity of an individual.

Sensitive Information means personal information —

- (a) that relates to an individual's —
 - (i) racial or ethnic origin; or
 - (ii) gender identity, in a case where the individual's gender identity does not correspond with their designated sex at birth; or
 - (iii) sexual orientation or practices; or
 - (iv) political opinions; or
 - (v) membership of a political association; or
 - (vi) religious beliefs or affiliations; or
 - (vii) philosophical beliefs; or
 - (viii) membership of a professional or trade association; or
 - (ix) membership of a trade union; or
 - (x) criminal record; or
- (b) that is health information; or
- (c) that is genetic or genomic information (other than health information); or
- (d) that is biometric information; or
- (e) from which information of a kind referred to in any of paragraphs (a) to (d) can reasonably be inferred;

Policy Statement

The transparent and effective safeguarding of personal information is integral to maintaining community trust and achieving operational and strategic goals. The City is committed to upholding the Information Privacy Principles (IPPs) outlined in the *Privacy and Responsible Information Act 2024* (WA) and aims to implement a privacy-by-design approach to the management of personal information, ensuring protections are embedded into all activities, services.

Principles

1. Collection of Personal Information

The City collects personal information when necessary to carry out its functions and statutory obligations and will do so in a fair, reasonable, non-intrusive manner. Examples of personal information the City collects include:

- name, email, phone number, address and date of birth to identify, respond to, and communicate with residents, members of the public and external stakeholders;
- financial and payment information in relation to rates, goods and services;
- education and employment information to manage workforce and recruitment functions;
- community engagement and consultation for planning and policy development;
- data from third-party platforms and cloud services supporting City operations; and
- inter-agency collaborations to support joint initiatives.

The City also collects personal information relating to how individuals utilise websites, digital platforms, and applications. This information is collected through cookies and analytic software to support service delivery, functionality and security. Examples include:

- browser type, device information, operating system, and IP addresses;
- dates, times, duration, nature of website usage; and
- information relating to system performance and security.

Sensitive personal information will only be collected where necessary, with consent, or when required by law. Examples of sensitive information that the City collects include:

- racial or ethnic origin;
- health information for disability and injury management; and
- criminal records and CCTV footage to support safety, security and the City's regulatory functions.

Personal information will only be collected from the individual it concerns, unless advised otherwise; and a collection notice will be provided outlining:

- how the individual can access their information;
- the purposes for which the information is collected, used or disclosed;
- the authority or law that requires its collection; and
- any consequences for the individual if it is not provided.

2. Use and Disclosure

The City will only use and disclose personal information for the primary purpose for which it was originally obtained, unless:

- the individual would reasonably expect its use for a secondary purpose;
- the individual has provided consent;
- the personal information is being utilised by a third party engaged on behalf of the City;
- it is necessary to prevent or lessen a serious threat to the individual concerned or another person;
- it is a public interest disclosure, information that the public has a right to access under relevant legislation; or
- is required or authorised by or under any other law.

Where third parties handle personal information on behalf of the City, they must comply with the same privacy, confidentiality and security obligations as the City through information sharing agreements or contracts. Third parties that the City may disclose personal information to include:

consultants to undertake research and community engagement;

contractors that deliver goods, services and works; and

other public entities, including local, state and federal governments.

Personal information is stored in on-premises and cloud-based systems. Where cloud services are used, they are hosted in Australia and must comply with the *Privacy and Responsible Information Sharing Act 2024 (WA)*.

3. Information Security

Safeguards have been implemented across systems and software to protect personal information held or on behalf of the City from misuse, loss, unauthorised access, modification, or disclosure. Including:

- access restrictions and permissions;
- encryption and multi-factor authentication;
- network and domain security;
- email security;
- firewalls and intrusion detection systems;
- audit logging and ongoing security monitoring; and
- privacy and cyber security awareness training.

The City will undertake privacy impact assessments to identify, mitigate and manage privacy risks in projects, systems and activities that involve new, expanded, or higher risk handling of personal information.

The City will not assign, adopt, use or disclose a unique identifier to an individual unless it is necessary to perform its functions or activities efficiently.

4. Automated Decision Making

The City implements a range of automated decision-making processes (including artificial intelligence (AI) and data analytics) to improve customer service experience and operational efficiency. These processes must be implemented in a fair and transparent manner and accompanied by human oversight in all circumstances. An example is the automated provisioning and removal of employee access to technical systems during onboarding and offboarding processes.

Where practical, individuals will be advised when automated systems are used in decision-making. Individuals can request a review of any decision they believe has been materially influenced by automation.

5. Access and Correction

The City aims to ensure that the quality of personal information held by or on behalf of the City is accurate, complete, relevant and up to date. Where necessary, personal information will be corrected, updated or disposed of. Individuals may request updates, corrections, or access to personal information held by or on behalf of the City through the [Freedom of Information](#) (FOI) process. The City may require proof of identity before providing access to, or amending, personal information. There are no fees or charges for access to personal information.

Requests can be made by contacting the City's Freedom of Information Officer:

Email: mail@bayswater.wa.gov.au
Phone: (08) 9272 0622
Post: Freedom of Information Officer
City of Bayswater
PO Box 467
MORLEY WA 6943

6. Privacy Complaints

Individuals may contact the City's Privacy Officer with questions, concerns or complaints about the way personal information has been handled. Alleged interferences with personal information may include unauthorised access, loss or disclosure of personal information.

Complaints should be made in writing where possible, and include:

- the complainant's name, email address and mobile number;
- a brief description of the incident or concern,
- when it occurred and through what format (i.e., email)
- any subsequent consequences (if applicable); and
- the desired outcome or resolution.

Privacy complaints can be made by contacting the City's Privacy Officer:

Email: pris@bayswater.wa.gov.au
Phone: (08) 9272 0631
Post: Privacy Officer
City of Bayswater
PO Box 467
MORLEY WA 6943

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The City will acknowledge receipt of the complaint within 10 business days, and where practical, aim to respond within 45 days, in accordance with the Information Breach Policy. For complex matters, the City may require additional time to respond, if that is the case, the complainant will be advised.

If a complainant is unsatisfied with the City's response, the complaint can be escalated to the Office of the Information Commissioner (WA) by email at info@oic.wa.gov.au or phone (08) 6551 7888 or 1800 621 244 (WA country callers).

Related Legislation

Privacy and Responsible Information Sharing Act 2024 (WA)

State Records Act 2000 (WA)

Local Government Act 1995 (WA)

Freedom of Information Act 1992 (WA)

Public Interest Disclosure Act 2003 (WA)

Related Documentation

Privacy and Responsible Information Sharing Framework

Information Breach Policy

Information Classification Policy

Record Keeping Plan

Risk Management Framework

Risk Management Policy

Code of Conduct

Cyber Security Policy

Document Details

Relevant delegations	Nil.	
Risk evaluation	Moderate	
Strategic link	Goal L4:	Communicate in a clear and transparent way. Provide the community with useful information about Council's policies, services and events and advise the community of engagement outcomes.
Council adoption	23 June 2026	Resolution 10.5.1.2.7
Next review due	23 June 2029	