

Policy 1.20 Governance

Privacy Policy

Reference/s

Privacy Act 1988 (Cth)
Freedom of Information Act 1992 (WA)
State Records Act 2000 (WA)
Privacy and Responsible Information Sharing Act 2024 (WA)

Date Proposed/Adopted

12 August 2026

Motion Number

XXXXXX

Reviewed	XX March XXXX
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This policy supports the delivery of the Shire of Cranbrook Vision

That the Shire of Cranbrook is a proactive, sustainable, safe, friendly and prosperous place to be

PURPOSE

This Policy sets out Shire of Cranbrook guidelines on managing Privacy under the *Privacy and Responsible Information Sharing Act 2024 (WA)* and other Legislation. The Shire of Cranbrook is an Information Privacy Principle (IPP) entity under the Act and is required to comply with the Information Privacy Principles (IPPs) set out in the Act.

SCOPE

This Policy applies to all Elected Members, Shire of Cranbrook workers, including business partners, contractors, suppliers, consultants, service providers and third parties, who are responsible for handling personal information held and managed by the Shire of Cranbrook.

The policy applies to personal information collected by the Shire of Cranbrook including but not limited to the Shire of Cranbrook website, online services and digital platforms (including mobile applications and social media), phone calls, emails and in-person interactions, application for permits, licences and other services, participation in community programs and events, surveys and consultations, CCTV footage and other security or monitoring systems.

This Policy does not apply to anonymous or de-identified information, which cannot be used to identify a specific individual.

OBJECTIVE

The Shire of Cranbrook values the privacy of its customers and stakeholders and is committed to protecting the personal information that it collects, stores, discloses, and uses.

The Privacy and Responsible Information Sharing Act 2024 (WA) (the Act) requires agencies bound by its principles to enact a policy on the handling of personal information.

This policy facilitates the Shire of Cranbrook's commitment to the lawful and appropriate management of personal information held by it and outlines how the Shire of Cranbrook deals with the personal information collected. It sets out what personal information it collects and holds and how it why it handles personal information in a clear, concise plain language.

PRINCIPLES

1) Collection of personal information

- a) The Shire of Cranbrook is committed to upholding the right to privacy of all individuals who have dealings with the Shire of Cranbrook and will take reasonable steps to endeavour that personal information is protected in accordance with the Act.
- b) The Shire of Cranbrook collects personal information to enable it to exercise its powers and perform its functions under the legislative framework and policy requirements. Personal information will only be collected for the purposes that relate to the Shire of Cranbrook carrying out its functions as a local government. This can include research to improve our services or for public consultation.
- c) The Shire of Cranbrook collects personal information as required by law; through correspondence and service requests; and from online data and metadata collection.
- d) The Shire of Cranbrook will provide notice about how information will be used, stored and disclosed.
- e) The Shire of Cranbrook will comply, in relation to privacy, with:
 - i) The Privacy Act 1988 (Cth), where required by contract.
 - ii) The Freedom of Information Act 1992 (WA) regarding amendments to personal information.
 - iii) The Privacy and Responsible Information Sharing Act 2024 (WA).

2) Sharing of personal information

- a) The Shire of Cranbrook is bound by the Act when handling personal information during its operations as a local government.
- b) Any personal information collected by the Shire of Cranbrook will only be used for the purpose for which it has been collected, or for a purpose that one would reasonably expect it to be used in carrying out the Shire of Cranbrook's activities and functions.
- c) The Shire of Cranbrook will use reasonable endeavours to maintain personal information collected by the Shire of Cranbrook and will not disclose this information to third parties unless:
 - i) The disclosure is authorised or required by law;
 - ii) The information is one to which the public has a right to access under relevant legislation;
 - iii) The individual has consented to the disclosure;
 - iv) The disclosure is necessary to prevent a threat to the individual concerned; and
 - v) The information is utilised by a third party engaged on behalf of the Shire of Cranbrook to undertake business purposes.
- d) Shire of Cranbrook workers will take reasonable steps to ensure that personal information is accurate, complete, and up to date before use or disclosure.

3) Disclosure of personal information outside of Western Australia and Australia.

- a) The Shire of Cranbrook will not disclose personal information outside of Western Australia and Australia unless it has taken reasonable steps to ensure the disclosure complies with the requirements of Act.
- b) Where cross-border disclosure occurs, the Shire of Cranbrook will ensure appropriate contractual, technical or organisational safeguards are in place to protect the information and will document the basis for the disclosure.

4) Security and storage

- a) All Shire of Cranbrook workers must:
 - i) respect the confidentiality of personal or sensitive information they collect, use, or access, and

- ii) follow all applicable privacy laws, this policy, and Shire of Cranbrook requirements.
- b) Documents held by the Shire of Cranbrook that contain personal information will be handled in a secure and responsible manner in accordance with the Shire of Cranbrook's relevant procedures and business processes, and under law. This includes the collection, storage, retention and destruction of records.
- c) Unless required by law, the Shire of Cranbrook will take steps to destroy, or permanently identify personal information it no longer needs.

5) Accuracy of information

The Shire of Cranbrook will:

- a) take reasonable steps to make sure that personal information is accurate, complete and up to date.
- b) take reasonable steps to protect personal information from misuse and loss and from unauthorised access, modification or disclosure, and
- c) where an individual requests access to, or the correction of, their personal information, the Shire of Cranbrook will, as soon as practicable but no later than 45 days, assess the validity of these requests in accordance with the legislative framework.

6) Privacy Breaches and Complaints

- a) All identified privacy breaches must be immediately reported to the Governance Officer or, in the case of Elected Members, to the Chief Executive Officer, who will assess the report and make decisions in relation to the breach.
- b) All privacy complaints will be investigated, and the complainant provided with information about the investigation and outcome. If a complainant is not satisfied with the Shire of Cranbrook's response, they are entitled to refer their complaint to the Privacy Commissioner.

7) Anonymity, Unique Identifiers and de-identified information

- a) Where lawful and practicable, individuals may interact with the Shire of Cranbrook anonymously or through a pseudonym. The Shire of Cranbrook may require identification only where required by law or where it is not practicable to provide a service or function without verifying identity.
- b) The Shire of Cranbrook shall not assign a unique identifier to an individual unless it is necessary to perform its functions or services. Where implementation of a unique identifier is considered the Governance Officer will assess that requirement.
- c) The Shire of Cranbrook will not re-identify de-identified information except where permitted under the Act, such as where required by law, to test de-identification processes, or where authorised by another IPP entity.

8) Automated decision Making

- a) The Shire of Cranbrook will inform individuals where an automated decision-making process is used to make a significant decision about them. Individuals may request human review of decisions made through automated processes.
- b) Where automated decision making is used, the Shire of Cranbrook will:
 - i) assess risks to ensure harm, bias, or discrimination is minimised;
 - ii) periodically evaluate the operation and effectiveness of the automated system; and
 - iii) ensure compliance with all requirements of the Act.

9) Information Collection Details

Area	Information Collected	Purpose
Shire of Cranbrook website	IP address, date and time of visit pages accessed, and documents downloaded, number of bytes transmitted and received address of referring page, search terms used, type of browser used.	ISP collects this data for network management, billing, cybersecurity, and compliance with mandatory government data retention laws.
Shire of Cranbrook website	Cookies	Operational, statistical and marketing cookies. Cookies are not used to identify users and may use their own facilities to block cookies.
Shire of Cranbrook website – Online Forms	Names, Email addresses, Telephone Numbers, Addresses	To fulfil applicants' requests to Shire of Cranbrook. Correspondence
Property ownership records. Land valuations and zoning data. Building and planning application. Waste management and bin collection tracking. Dog and cat registration.	Names, Email addresses, Telephone Numbers, Addresses	Shire of Cranbrook statutory, regulatory and service delivery functions Correspondence
CCTV	Non identifying video footage	Security
Community Facilities Hub, Halls, Caravan Parks, Camping grounds, Accommodation Gym Library	Names, Email addresses, Telephone Numbers, Addresses Booking Logs Payment Information	Bookings Management. Facility hire agreements, bond and payment details.
Department of Transport activities	Names, Email addresses, Telephone Numbers, Addresses Personal Identification.	On behalf of Department of Transport facilitates licencing and registration.

	Licence Number. Registration details. Vehicle identification details.	
Customer feedback, complaints, and service requests	Can be anonymous. Names, Email addresses, Telephone Numbers Payment Information	To fulfil applicants' requests to Shire of Cranbrook. Correspondence
Events	Names, Email addresses, Telephone Numbers, Addresses	Providing updates on activities. Conducting Surveys. Advertising.
Emails	Sender Subject Message Attachments.	Shire of Cranbrook statutory, regulatory and service delivery functions record keeping functions. Correspondence.
Mail Correspondence	Sender Subject Message Attachments.	Shire of Cranbrook statutory, regulatory and service delivery functions record keeping functions. Correspondence.
Phone Calls	Subject Message Contact details.	Shire of Cranbrook statutory, regulatory and service delivery functions record keeping functions.
Employment Records	Appointment and Contract details. Police and working with children clearances. Medical Records Employment History Banking, superannuation and tax details. Diversity information Training, induction and licence records.	Compliance with workplace laws.

PROCEDURES ASSOCIATED WITH THIS POLICY

Administration - Disposal Procedure

Administration - Record Keeping Policy & Procedure

Administration – Archives Procedure List

ROLES AND RESPONSIBILITIES

Elected Members

- Comply with and support of the Policy and its outcomes.
- Review the Policy Annually.

Chief Executive Offices

- To ensure compliance with this Policy
- Assess all privacy breaches reported by Elected Members.
- Submit the Policy to the Council for review annually.

People and Projects Officer

- To review and maintain the Policy.
- To support the implementation of the Policy.
- Monitor and review the implementation of automated decision-making processes.

Governance Officer

- Assess and act on all privacy breaches and provide guidance to the Chief Executive Office on reporting.
- Provide guidance to the Chief Executive Officer on systems implementing unique personal identifiers.

Employees

- Ensure personal information is maintained in accordance with the Policy and Shire of Cranbrook record keeping procedures.