

# Complaints, Requests and Enquiries Collection Notice

## Who we are and how to contact us

The Shire of Harvey collects, holds and manages personal information to record, assess and respond to complaints, requests and enquiries made to the Shire.

If you have questions about how your personal information is handled, or wish to request access to your information, please contact:

### Privacy Officer

Shire of Harvey  
102 Uduc Road, Harvey WA 6220  
Phone: (08) 9729 0300  
Email: [privacy@harvey.wa.gov.au](mailto:privacy@harvey.wa.gov.au)

## Why we are collecting your information

We collect this information to:

- receive, record and manage complaints, service requests and general enquiries
- investigate issues raised and take appropriate action
- communicate with you regarding your complaint, request or enquiry

## How your information may be disclosed

Your personal information may be used and disclosed for the purposes described above.

We may usually disclose personal information to:

- contractors and service providers involved in handling your matter
- external parties where necessary to investigate or resolve your request (e.g. utilities, government agencies, or WA Police).
- other parties where authorised or required by law

## How we're authorised to collect your information

We collect, use and disclose your personal information in accordance with applicable laws, including:

- Local Government Act 1995 (WA)
- Freedom of Information Act 1992 (WA)
- Local Government (Administration Regulations 1996 (WA)

### Consequences of not providing information

If you choose not to provide the information required, we may be unable to:

- properly assess or respond to your complaint, request or enquiry
- investigate or resolve the issue raised
- provide you with updates or outcomes