

Privacy Complaint Handling Process

1. Purpose

The Shire of Harvey is committed to maintaining the privacy of individuals' personal information. This explains how the Shire of Harvey receives, manages, investigates, and responds to privacy complaints and how it meets applicable privacy obligations, including those arising under the *Privacy and Responsible Information Sharing Act 2024 (WA)* (PRIS Act), once in force.

2. What is a privacy complaint?

A privacy complaint is when an individual formally expresses dissatisfaction with the Shire's handling of their personal information because they believe it was:

- Collected, used or shared inappropriately;
- Not kept secure;
- Access to it was refused;
- Not corrected when inaccurate; or
- Subject to an interference

A complaint may be made by an individual or by a group of individuals.

3. How can a privacy complaint be made?

If you believe that the Shire of Harvey has not handled your personal information appropriately, you can submit a privacy complaint. To ensure that the Shire fully understands the nature of your privacy complaint and the outcome you are seeking we encourage you to fill in the Privacy Complaint Form available on our website.

A privacy complaint can be submitted to the Shire in one of three ways:

Via email:

The department prefers that you email your privacy complaint to the following address: privacycomplaints@harvey.wa.gov.au

Via post:

Privacy Complaints Officer
Shire of Harvey
PO Box 500
HARVEY WA 6220

In person:

Harvey Administration Office
102 Uduc Road
HARVEY WA 6220

or

Australind Administration Office
5 – 9 Mulgara Street
AUSTRALIND WA 6233

If you require assistance to make a privacy complaint, the Shire will provide reasonable support where possible. Anonymous complaints may be accepted; however, this may limit our ability to fully investigate and respond to the complaint.

4. Privacy complaint handling process

4.1. Acknowledgement

Once a privacy complaint is received, it will be recorded into the Shires complaint handling system and forwarded to the Director of Corporate Services. An acknowledgement will be issued within two business days of receipt.

4.2. Assessing and investigating the privacy complaint

Privacy complaints are investigated in a fair and impartial manner. Investigations may include examining records, speaking to relevant staff or third parties and assessing compliance with applicable privacy obligations.

4.3. Responding to the complaint

Once the investigation is complete, the Shire will provide a formal written response to the complainant outlining the findings and any actions to be undertaken. Complaints are generally resolved within 30 to 90 days. If additional time is required, the complainant will be informed.

4.4. Escalation

If you are not satisfied with the Shire's response, you may be able to escalate your complaint to the Information Commissioner once the relevant provisions of the Privacy and Responsible Information Sharing Act 2024 (WA) commence.

5. Responsibilities

Responsible area	Corporate Services		
Responsible officer	Director Corporate Services		
Responsible team			
Version control	Date	Approval	Date
Version 1	21/04/2026		
Version 2			
Version 3			