



PRIVACY STATEMENT

Protecting your privacy

Western Downs Regional Council is committed to providing you with the highest level of customer service including protecting your privacy.

Western Downs Regional Council will responsibly and transparently collect and manage your personal information in accordance with the Information Privacy Act 2009 and Council's Information Privacy Policy.

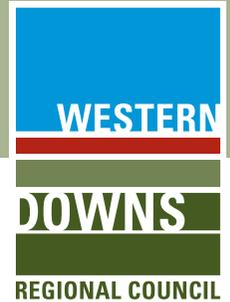
Privacy is about protecting the personal information of individuals who interact with Council. The primary intent of Council's privacy policy is to protect the privacy of individuals' personal information in the delivery of Council services and the conduct of its business.

Contact Details

If you have any questions, concerns or complaints in relation to privacy please contact Council:

- In person At any of our Customer Service Centres
- By telephoning 1300 728 500
- Online Use the 'Feedback Form' on Council's website - www.wdrc.qld.gov.au
- In writing Chief Executive Officer
Western Downs Regional Council
PO Box 551
DALBY, QLD 4405
- Via email info@wdrc.qld.gov.au





Your personal information

Western Downs Regional Council does collect personal information from time to time in order to provide and improve service and to meet its statutory and regulatory obligations.

Personal information is defined as any information that would allow a person to be identified and may include your name and address, signature, date of birth, current and previous addresses, contact phone numbers, email address, bank account or credit card information, image and physical characteristics.

The information does not have to clearly identify a person. It need only provide sufficient information to lead to the identification of a person. It covers information held in paper or electronic records, including images and sounds.

You can choose not to provide certain information, however this may affect Council's ability to provide you with the services you require.

How Council collects your personal information

Your personal information is collected in a number of ways:

- directly from you in either verbal, written or electronic form;
- when you visit a Council website;
- from other Government agencies;
- from publicly available sources of information; and
- from third parties.

What personal information does Council hold

Council hold a range of information including personal information relevant to conducting business with Western Downs Regional Council such as your name, address, property details, correspondence, building records and security footage.

How Council uses your personal information

Any personal information you choose to provide will only be used for the purpose for which it was provided and will only be disclosed to other persons or organisations if required by law or with your prior agreement.

Help Council to ensure we hold accurate information

All reasonable precautions are taken to ensure that the personal information Council collects, uses and discloses is accurate, complete and up-to-date.

However, the accuracy of that information depends to a large extent on the information you provide. That's why Council recommends you keep us up-to-date with changes to your personal information.

Access and amendment of your personal information

You can ask Council to access, correct any errors or make amendments to the personal information held about you by filling in the appropriate form and returning it to Council along with an application fee (unless the document you wish to access only contains your own personal information, in which case the fee is waived). Evidence of your identity will also be required.

Further details and application forms are available at www.wdrc.qld.gov.au click on Right to Information or call customer service on 1300 728 500.

