

Privacy Policy

Privacy and Data Protection Act 2014



The Department of Environment, Land, Water and Planning (DELWP) values and protects the personal information it collects in the course of undertaking its responsibilities and continues to demonstrate a strong culture of protecting the confidentiality and privacy of members of the community. All personal and health information DELWP collects is handled in accordance with the *Privacy and Data Protection Act 2014* and the *Health Records Act 2001*. DELWP's Privacy Policy describes the way personal information will be handled by the department.

Personal Information

Personal Information is information about you, whether fact or opinion, from which your identity could be reasonably ascertained. The amount and type of personal information DELWP collects about you depends upon the nature of the department's relationship with you and your requirements from the department.

Collection of Personal Information

The information collected by the department covers a wide range of activities from the management of Crown Land, use of water resources, fire prevention, information about the management of the state's parks and reserves to planning, local infrastructure and Land Titles.

DELWP collects personal information only when it is necessary for its functions or services, this includes the information needed to manage or administer those functions or services.

Information is collected wherever possible from you directly. Our aim is to collect it lawfully, fairly and without undue intrusion. At the time the information is collected, DELWP will advise you in general terms of any other individuals or organisations that have access to the information and whether there are any consequences of not providing the information.

If DELWP needs to collect "sensitive" personal information about you, your consent will be sought to do so.

Use and Disclosure of Personal Information

DELWP uses information only for the purpose for which it was collected or a logically related purpose you would reasonably expect (in the case of sensitive information, a directly related purpose) unless you have consented to another specific use. In some circumstances DELWP is required or authorised by law to release information to other government agencies, law enforcement bodies or to prevent serious and imminent threat to an individual's life, health, safety or welfare.

Your contact details may be used by DELWP or its contracted service providers, bound by confidentiality agreements, to survey you about your experience with DELWP.

Data Quality

Wherever possible, DELWP will seek to ensure that the personal information it collects, uses or discloses is accurate, complete and up to date. In many instances DELWP relies upon you to provide accurate and complete information and to advise the department should your circumstances change over time.

Data Security

DELWP seeks to protect your personal information from misuse, loss, unauthorised access, modification or disclosure. The department securely destroys or de-identifies personal information when it is no longer needed for any purpose. Where personal information is provided to a contracted third party for the performance of a DELWP service, that party is bound by contract to ensure the information is treated with the same level of privacy protection as it would be afforded in the department.

Interstate Transfer of Information

DELWP only transfers personally identifying information outside the state of Victoria where this is required for the purpose for which it was collected or if required by law. DELWP seeks to ensure the information is afforded the same level of privacy protection it would receive in Victoria.

Access and Correction

You have the right to access and correct information about you that is held by DEPI. In most cases, requests for access will be administered in accordance with the *Freedom of Information Act 1982*, particularly requests that may affect the privacy of another individual or relate to commercial activity. Very simple requests that involve information relating only to you, which is easy to retrieve and of a small quantity may be dealt with informally.

It should be noted that where another statute stipulates the way access to personal information should be given or an amendment made, that Act's direction will be followed.

Unique Identifiers

A unique identifier is a code consisting of alphabet characters and numerals (not a person's name) which is applied to an individual and distinguishes them from other individuals, for example a driver's licence number.

DELWP does not assign, use or disclose unique identifiers to individuals unless it is necessary to do so to carry out one of its organisational functions efficiently and does not use as its own identifier, or an identifier assigned by another organisation for another purpose.

Anonymity

Wherever it is practicable and lawful, DELWP seeks to allow you to interact anonymously with the department.

Access and Complaints

If you wish to gain access to your personal information you can contact DELWP at the address below, or submit the Request for Access to Personal Information Form ([link](#)). If your request is more complex you will need to seek access to the information by submitting a Freedom of Information request ([link](#)).

If you consider your privacy has been breached or interfered with you can make a complaint by contacting the Senior Privacy Advisor on 9637 8697 or the FOI & Privacy Unit on 9637 8331 or completing the Privacy Complaint Form ([link](#)) and address your concerns in writing to:

Manager FOI & Privacy
Department of Environment, Land, Water and Planning
PO Box 500
East Melbourne VIC 3002 or
Email: foi.unit@delwp.vic.gov.au

