

PURPOSE

The purpose of this policy is to establish a framework and procedures for managing privacy complaints, PRIS-related requests and enquiries, and information breaches (including those identified through complaints).

This policy supports the Shire of Manjimup's (Shire) handling of personal information in a manner consistent with accordance with Western Australia's *Privacy and Responsible Information Sharing Act 2024* (PRIS Act), and the interim application of principles aligned to the *Privacy Act 1988*.

SCOPE

This Policy applies to all Shire employees, contractors, and service providers; personal information handled by the Shire; and all privacy-related matters raised by individuals or groups.

DEFINITIONS

Privacy Complaint: A formal expression of dissatisfaction regarding the Shire's handling of personal information.

PRIS Request: A request relating to personal information, including access, correction, or general enquiries.

Information Breach: Unauthorised access, disclosure, loss, or misuse of personal information.

POLICY MEASURES

Policy Statement

The Shire of Manjimup is committed to:

- Managing privacy complaints in a fair, transparent, and timely manner
- Providing accessible mechanisms for individuals to raise concerns
- Ensuring accountability in personal information handling
- Identifying and addressing systemic privacy risks
- Integrating complaint handling with information breach management

1. Guiding Principles

The Shire of Manjimup adopts the following principles:

- Accessibility – Processes are easy to access and use
- Transparency – Clear information about procedures and outcomes
- Accountability – Responsibility for decisions and actions
- Impartiality – Objective and unbiased investigations
- Continuous Improvement – Using complaints to improve practices

2. Roles and Responsibilities

2.1 Privacy Officer

- Oversees privacy complaints process
- Conducts or coordinates investigations
- Ensures compliance with privacy obligations

2.2 Information Breach Lead

- Manages breach identification, containment, and response
- Maintains breach register

2.3 Business Units

- Provide information and cooperate with investigations
- Implement corrective actions

2.4 All Staff

- Report suspected privacy issues or breaches
- Comply with this Policy

3. Lodging a Privacy Complaint or Request

Individuals may lodge a privacy complaint or request via:

- Online form
- Email
- Post
- Telephone (documented by staff)

3.1 Required Information

Where possible, complainants should provide:

- Name and contact details
- Description of the issue
- Relevant dates and events
- Desired outcome
- Supporting documentation (if available)

Anonymous complaints are accepted, noting this may limit the Shire's ability to respond.

4. Procedure

4.1 Step 1: Receipt and Registration

All matters must be:

- Logged in the Privacy Complaints and Requests Tracking Register
- Assigned a unique case identifier
- Categorised as:
 - PRIS Request
 - Privacy Complaint
 - Information Breach

4.2 Step 2: Acknowledgement

The Shire will acknowledge receipt within 5–7 business days, including:

- Confirmation of receipt
- Case reference number
- Contact details of responsible officer
- Expected timeframes

4.3 Step 3: Assessment

An initial assessment will:

- Determine the nature and scope of the matter
- Identify urgency and risk
- Determine whether:
 - A breach response is required
 - Additional information is needed
 - Another process applies

4.4 Step 4: Investigation

Investigations will be:

- Conducted impartially
- Based on relevant evidence and records
- Aligned with applicable privacy principles and policies

Activities may include:

- Reviewing systems and records
- Interviewing staff or third parties
- Assessing compliance with policies

All investigations must be documented.

4.5 Step 5: Response

A formal written response will be provided, including:

- Outcome of the investigation
- Reasons for the decision
- Actions taken or proposed
- Apology (if appropriate)
- Information on further options

Timeframes for resolution will generally be 30–90 days, depending on complexity.

4.6 Step 6: Escalation

If an individual is dissatisfied:

- Internal review options will be provided
- Once applicable provisions commence, individuals may escalate to the Office of the Information Commissioner WA

5. Information Breach Interrogation

Where a complaint indicates a potential breach:

- The matter must be immediately referred to the *Information Breach Policy* and *Information Breach Response Plan*
- A breach assessment will be conducted
- Any notification obligations will be considered

Complaint and breach processes must operate in a coordinated manner.

6. Recordkeeping and Registers

6.1 Privacy Case Register

The Shire will maintain a register capturing:

- Case ID
- Type (Request / Complaint / Breach)
- Dates and status
- Summary of issue
- Outcome
- Actions taken

10.2 Information Breach Register

All breaches must be recorded and linked to related complaints where applicable.

7. Communication Standards

Failure to comply with this policy may result in disciplinary action and, where applicable, legal or regulatory consequences.

8. Privacy and Confidentiality

Personal information collected during complaint handling will be:

- Used solely for the purpose of managing the matter
- Protected in accordance with Shire policies
- Handled securely and confidentially

9. Monitoring and Reporting

The Shire will:

- Monitor complaint trends and outcomes
- Report on:
 - Volume and types of complaints
 - Resolution timeframes
 - Identified risks and improvements

10. Training and Awareness

Relevant staff will receive training in:

- Privacy obligations
- Complaint handling
- Investigation processes
- Information breach management

11. Review

This Policy will be:

- Reviewed every five years or as required
- Updated in line with legislative changes and operational needs

12. Related Documents

- Privacy Policy
- Information Breach Policy
- Records Management Policy

Document Control					
Document Responsibilities:					
Officer:	Director Business		Officer Business Unit:	Finance and Administration	
Reviewer:	Director Business		Decision Maker:	Council	
Document Management:					
Review Frequency:	3 yearly		Next Due:	June 2029	Records Ref: D26/11783
Version #	Decision Reference:		Comment:		
1.	24 June 2026 / 29933		Introduction of new policy for PRIS Act		