

Privacy Commitment Statement

Introduction

Western Australian (WA) public sector entities are not regulated by privacy legislation. However, the Office of the Auditor General (OAG) is committed to adopting best practice principles of both the public and private sectors to ensure the OAG's reputation as a highly professional and independent review body is maintained. Further, the OAG makes every effort to set standards that are expected of all entities which are the subject of review by the OAG. Therefore, the OAG has decided to make a privacy commitment that incorporates key elements of the *Australian Privacy Principles*, together with key elements of acceptable modern record-keeping practices and professional standards, ethics and conduct.

The privacy commitment does not override specific legal obligations of the OAG. Rather, the privacy commitment is concerned with providing additional public assurance in respect of the collection, use, disclosure and security of confidential personal information and confidential commercial information of third parties.

The privacy commitment is also an additional commitment to the highest possible ethical standards applicable to all staff and contractors of the OAG. Accordingly, the statement should be read together with the current legislative and policy provisions that apply to OAG staff, in particular, the *OAG Code of Ethics and Conduct*.

The privacy commitment is aligned to our strategic intentions and seeks to:

- actively build on OAG client confidence in the manner in which the OAG manages confidential personal and commercial information. The OAG's clients are the Parliament, WA public sector and ultimately the people of WA
- support and contribute to whole of government policies and initiatives
- ensure that our personnel are aware of their legal responsibilities and the policies relevant to the confidentiality of information.

Information collection, use and disclosure

The OAG collects information for the primary purpose of the business of the OAG, which is auditing.

From time to time, it is necessary for OAG staff to collect personal information from its clients and third parties. Personal information is information or a documented opinion about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

Personal information can range from a person's name, address and telephone number to a person's political beliefs, sexual preferences and medical records. OAG staff are instructed to only collect personal information where it is absolutely necessary in order to properly perform the functions of the OAG. Wherever possible, OAG staff will collect information in a manner that de-identifies any person. De-identified data is data or information that has been cleansed of all personal information and is released in block format that prevents the identification or possible identification of an individual.

Personal information gathered will not be disclosed to any other person or organization. The OAG does not routinely store personal information on an electronic database and retains personal information for a limited period for the sole purpose of substantiating findings made as a result of normal OAG activities.

Personal information shall not be used or disclosed for purposes other than those for which it was collected, except with the person's consent or as required by law, such as court processes i.e. summonses and subpoenas.

Under no circumstances will personal information be disclosed for the purpose of direct marketing.

Safeguards

The OAG will take reasonable steps to ensure that personal information is protected from misuse, loss and from unauthorised access, modification or disclosure. There are specific policies in place that detail responsibilities in respect to information and the equipment on which it is contained.

OAG staff and contractors are trained to treat personal information with the utmost confidentiality. Staff are required to sign a declaration in respect to their obligations. Contractors are required to sign confidentiality agreements.

Web site access

If you visit the OAG website to read, browse or download information, our internet service provider will record the:

- your server address
- your domain
- date and time of visit to the site
- frequency with which pages are accessed and documents downloaded
- type of platform and browser used.

Cookies

Cookies are small pieces of information sent by a web server to a web browser, which enables the server to collect information back from the browser. By way of cookies internet users are able to collect your personal information associated with your web site and use the information for marketing purposes. We do not use cookies to obtain your personal information.

Email management

We will record the details of any email that you send us, including your server IP address, when using our website contact page. The message content of your email will only be viewed by the intended recipient (OAG). We will not use this personal information for any other purpose, including mailing lists, or disclose it without your consent, other than as specifically provided for in relevant legislation.

Email correspondence sent to this site is treated as a government record and will be retained as required by the *State Records Act 2000* and other relevant regulations. Email correspondence is treated in the same way as correspondence sent to the OAG by other formats.

Security

The OAG has taken all reasonable steps to implement the appropriate security policies, rules, measures and patches to protect your personal information that we have under our control from unauthorised access or improper use.



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Compliance

Where you consider that we have not complied with the principles outlined in this privacy commitment, you may in the lodge a complaint with the Deputy Auditor General.

Application

This privacy commitment and its application is technologically neutral. That is, it is applied equally to conventional, electronic and digital environments throughout the OAG.