



Enquiries, Requests and Complaints Collection Notice

Notice

CN-01 | Enquiries, Requests and Complaints

Who we are and how to contact us

The Shire of Augusta Margaret River collects, holds and manages personal information to receive and respond to general enquiries, manage community requests across Shire services and handle complaints.

If you have questions about how your personal information is handled, or wish to request access to or correction of your personal information, please contact:

Privacy Officer

Shire of Augusta Margaret River

41 Wallcliffe Road, Margaret River WA 6285

Phone: (08) 9780 5255

Email: privacy@amrshire.wa.gov.au

Why we are collecting your information

We collect this information for the following purposes:

- responding to enquiries and requests from the public
- responding to the handling of complaints
- responding to customer feedback and enquiries
- requesting customer feedback

Where your information will be stored

Your information is held in the Shire's enterprise resource planning and records management systems.

How your information may be disclosed

Your personal information may be used and disclosed for the purposes outlined above.

The Shire may disclose personal information to:

- authorised Shire officers in relevant service areas

Information may also be disclosed where authorised or required by law.

How we're authorised to collect your information

We collect, use and disclose your personal information in accordance with applicable laws, including:

- Local Government Act 1995 (WA)
- Freedom of Information Act 1992 (WA)
- Local Government (Administration) Regulations 1996 (WA)

Consequences of not providing information

If you choose not to provide the required information, the Shire may be unable to:

- respond to your enquiry
- confirm your booking
- issue the requested permit or approval