



Collection Notice - Pensioners and Seniors Concessions

Overview

Your personal information is collected by RevenueWA to process your entitlement to a concession under the *Rates and Charges (Rebates and Deferrals) Act 1992* (Rates and Charges Act). RevenueWA handles your personal information in accordance with the *Privacy and Responsible Information Sharing Act 2024* (PRIS Act).

Personal information

Personal information is any information or opinion which identifies an individual or allows an individual to be reasonably identified. Sensitive personal information is a subset of personal information that includes sensitive details about an individual, such as health information or information about an individual's racial or ethnic origin or gender identity.

Legal authority

The PRIS Act outlines the rules we must comply with when handling personal information. Other legislation that also guide how we can handle your personal information include:

- *Public Sector Management Act 1994*
- *State Records Act 2000*
- *Freedom of Information Act 1992*

Information we collect

We only collect personal information that is fair and reasonably necessary to perform our functions and activities. Examples of the type of personal information we collect may include:

- contact details
- identification information such as full name, date of birth and government issued identifiers
- financial or transactional information
- property details
- recordings of your telephone contact with us and
- other information that is directly related to a specific service, program or interaction you have with RevenueWA.

How we use your information

We will use your personal information for the purpose it was collected, including to:

- assess your entitlement to a concession
- validate your personal details
- conduct data-matching activities to ensure only eligible individuals receive a payment and
- answer your queries, objections and complaints.

In some cases, the legislation we administer authorises us to use information we have collected for a different purpose. For example, we may use information collected for tax purposes to assist with other RevenueWA functions such as assessing eligibility for grants and concessions, and vice versa.

Where we collect your information

We generally collect personal information from Local Government Authorities, you or your authorised representative. We may collect your personal information through:

- online portals, forms and applications
- phone calls (including recorded calls for quality assurance)
- web enquiries, emails and letters
- documents and supporting information you provide or
- subscription services and customer feedback surveys.

Disclosure of personal information

We may use and disclose your information:

- for the purpose it was collected, which primarily means assessing your entitlement to a concession
- to prescribed law enforcement agencies for investigation or prosecution of unlawful activities or
- where you, or your representative, have provided consent.

Security and retention of personal information

We take reasonable steps to protect the personal information we collect and hold in accordance with the PRIS Act and the *State Records Act 2000*. Personal information is stored securely within our recordkeeping and ICT systems, with safeguards in place to prevent unauthorised access, use, or disclosure. Access is limited to authorised staff. Personal information is retained only for as long as required and is deleted or destroyed in accordance with the *State Records Act 2000*. All personal information is handled in accordance with the [Department of Treasury and Finance Privacy Policy](#).

Consequences of not providing information

Providing the requested information is required by administrative authorities, such as your local council, under the Rates and Charges Act for determining concessions in accordance with the legislation. It also assists in ensuring that accurate advice and direction can be given to administrative authorities. Failure to provide the requested information may impact the assessment of your entitlements and could result in delays or the inability to determine your eligibility for applicable concessions.

Amending your personal information

You can access and amend your own personal information via [RevenueWAConnect](#).

You can request we update your personal information by [lodging a web enquiry](#) or phoning us on (08) 9262 1400.

Contact our Privacy Officer at Privacy@dtf.wa.gov.au if you have a concern or complaint about how we handle your personal information.