



Department of Planning,
Lands and Heritage



Privacy Policy

July 2026

Acknowledgement of Country

The Department of Planning, Lands and Heritage acknowledges the Aboriginal people as the traditional custodians of Western Australia. We pay our respects to the Ancestors and Elders, both past and present, and the ongoing connection between people, land, waters and community.

We acknowledge those who continue to share knowledge, their traditions and culture to support our journey for reconciliation. In particular, we recognise land and cultural heritage as places that hold great significance for Aboriginal people.

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© State of Western Australia
Published by the Department of Planning, Lands and Heritage
Gordon Stephenson House
140 William Street Perth WA 6000
Locked Bag 2506 Perth WA 6001
website: www.dplh.wa.gov.au email: info@dplh.wa.gov.au
tel: 08 6551 8002 National Relay Service: 13 36 77

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1. Introduction

The Department of Planning, Lands and Heritage plans and manages land and heritage for all Western Australians. As an Information Privacy Principle (IPP) entity, the Department is bound by the *Privacy and Responsible Sharing Act 2024* (PRIS Act), which regulates how IPP entities collect, use, disclose and store personal information. The PRIS Act also gives individuals the right to access and correct personal information held about them by IPP entities and seek redress for an interference with privacy.

2. Purpose

This Privacy Policy provides information about the kinds of personal information the Department collects and its personal information handling practices as well as guidance on how you can make a privacy complaint.

3. Scope

This policy applies to all personal information or sensitive personal information collected, used or stored by the Department in connection with its services and to support the Department's functions and operations. This policy also applies to the statutory boards, committees and authorities supported by the Department, these being the Western Australian Planning Commission, Heritage Council of Western Australia, Development Assessment Panels, Pastoral Lands Board, Aboriginal Lands Trust and the Aboriginal Cultural Heritage Committee.

4. What personal information we collect

The Department only collects the information it needs to perform its functions and activities. The types of personal information collected will depend on how you engage with us and may include:

- your name and contact details
- information about your identity (such as country of birth, date of birth, ethnicity etc.)
- unique identifiers (such as a driver's license number or passport number)
- financial information
- health information (for instance, as part of a recruitment process)
- disability information (for instance, to cater for any special requirements at a hosted event)
- photographs and video recordings.

5. How we collect personal information

The Department may collect personal information from individuals directly through face-to-face and phone conversations, correspondence (including emails), surveys, consultation processes, forms and submissions, and via our websites and digital portals (such as Planning Online and InHerit).

Personal information may also be obtained from publicly available sources, such as professional networking or social media sites, where it is relevant and lawful to do so (for example, during recruitment or stakeholder engagement.) Sometimes personal information may be collected by people or organisations acting on our behalf, such as contracted service providers.

We may also collect personal information from third parties where it is lawful and reasonable, such as:

- family members, carers or legal guardians;
- other government agencies or service providers involved in your interactions with us (for example, in relation to funding, permits, or referrals); and
- individuals or organisations who refer you to the Department.

Where personal information is collected from someone else, we take reasonable steps to inform you and explain how your information will be handled.

There are circumstances where it may not be appropriate or practicable to seek an individual's consent. Examples of these situations include:

- collection of the personal information is authorised or required by law; or
- notification may pose a serious threat to the life, health or safety of an individual or pose a threat to public health or safety.

6. Why we collect personal information

The Department collects your personal information for a range of reasons relating to its planning, land management and heritage statutory functions and necessary administrative, legal and operational requirements. Some general reasons are to:

- process applications received
- respond to queries
- verify identity
- meet legal and regulatory requirements
- manage our contracts
- process payments
- send information/news when this has been agreed to
- carry out recruitment activities.

We take care to limit the amount of personal information collected and retained, so far as possible, while adhering to the *State Records Act 2000* and applicable State Government information management policies.

7. Use and disclosure of personal information

In general, we use and share your personal information for the purpose it was collected. We will not use your personal information for any other purpose unless we are required or permitted by law, or unless you agree.

The Department fosters a privacy culture, supported by our corporate values, and prescribes access to personal information be limited to a need-to-know basis.

We may share personal information with other government agencies as part of mandated consultation or decision-making for the approval of applications, licenses and requests. We ensure that information sharing between our department and other government agencies and authorised third-party organisations adheres to our information management and cyber security policies and is informed by the Department's risk management processes.

We may also use personal information in de-identified or aggregated form for reporting, evaluation, or policy development purposes.

8. Aboriginal data governance

We respect the right of Aboriginal people to control information about themselves and their communities and aim for continual improvement in the governance of Aboriginal data. When collecting, using, or sharing personal information that primarily affects Aboriginal people or communities we will engage in meaningful consultation to ensure their perspectives and priorities influence data collection, use and sharing.

9. Security and storage

We take all reasonable steps to protect personal information from misuse, loss, unauthorised access, modification, or disclosure. These steps include implementing technical, administrative, and physical safeguards to ensure information security, as required under the PRIS legislation.

We also undertake a range of security measures to reduce the risk of information breaches and maintain the confidentiality, integrity and availability of personal information. These measures include but are not limited to:

- limiting access to personal information to authorised personnel who require it to perform their duties or provide services;
- enforcing secure login protocols, including strong passwords and multi-factor authentication;
- requiring staff and contractors to understand and comply with legal, ethical and policy obligations regarding the use and disclosure of personal information; and
- ensuring third-party providers implement appropriate safeguards to protect personal information consistent with our privacy obligations.

Where personal information is stored or accessed offshore, the Department will ensure appropriate risk assessments are conducted and that any offshoring is limited to countries within the Five Eyes alliance. This is in line with the [Western Australian Government Cyber Security Policy](#) (specifically clause 1.5) and the Western Australian Government's data offshoring position detailed in [Data Offshoring Governance](#). Additionally, the Department will ensure necessary requirements and safeguards, as set out in IPP 9: Disclosure outside of Australia, are met.

10. Access and correction

You may request access to documents in our possession that contain your personal information. You may also make a request for the correction of your personal information if it is not accurate, complete or up to date.

You can request access to, or correction of, your personal information by completing a [Freedom of Information request](#). There is no charge associated with this request.

Your personal information may continue to be kept for recordkeeping purposes.

11. Privacy complaints

If you have any questions or concerns about this Privacy Policy, or a complaint about mishandling of your personal information or an interference with your privacy, you can contact us using the methods below.

Online: via our [Feedback Form](#)

Email: info@dplh.wa.gov.au

Phone: +61 8 6551 8002

Post: Privacy Officer
Department of Planning, Lands and Heritage
Locked Bag 2506
PERTH WA 6001

Written privacy complaints will be acknowledged in writing (including those submitted via the online form). All privacy complaints will be assessed in accordance with our complaints management procedures and our obligations under the PRIS Act.

If you are not satisfied with our response, you can make a complaint to the Office of the Information Commissioner or Ombudsman Western Australia.