



Government of **Western Australia**
Department of **Treasury and Finance**

Privacy Policy

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Privacy Policy

Purpose

This Privacy Policy (the Policy) sets out how the Department of Treasury and Finance (DTF) collects, uses, stores, discloses and protects personal information when delivering our functions for the State of Western Australia. It confirms our commitment to handling personal information in accordance with applicable Western Australian legislation including the *Privacy and Responsible Information Sharing Act 2024 (PRIS Act)*.

Policy statement

We are committed to the responsible, transparent and secure management of personal information. As a central agency of the Western Australian Government, we collect, use and manage personal information where necessary to perform our statutory and administrative functions.

These include administering State taxes, royalties, grants and subsidies; managing whole-of-government procurement and commercial activities; providing financial and economic advice to Government; delivering budget and financial management services; undertaking economic and policy analysis; and maintaining internal corporate, workforce and regulatory operations.

We apply robust governance, risk management and security controls to safeguard personal information, ensuring access to personal information is limited to authorised personnel and managed in accordance with State information-security requirements. We use de-identified information when practicable to minimise the handling of identifiable data.

We are committed to maintaining public confidence in the way we manage personal information, ensuring individuals understand why their information is needed and how it will be protected. We provide clear avenues for individuals to seek information about how their personal information is handled, request corrections, or raise concerns about privacy matters.

RevenueWA

Throughout this policy, information relevant only to RevenueWA is distinguished from information for the whole of DTF.

RevenueWA is responsible for administering the State tax, royalty and First Home Owner Grant laws, pensioner and senior rebates and concessions, and various energy assistance subsidy schemes.

This administrative function covers the application of duties, land tax and payroll tax laws to determine tax liabilities and entitlement to exemptions and concessions, application of the First Home Owner Grant laws to determine eligibility for the grant and carrying out compliance audits and investigations under these laws. It also includes determining eligibility for the energy assistance subsidy schemes.

Collection of personal information

We may collect personal information from you in the following ways:

- directly from you (e.g. in person, when you call our call centre, email us or submit a form to us);
- from a representative for you (e.g. someone authorised to act for you);
- from third parties (e.g. another government agency); or
- from your interactions with us via our websites, forms or our social media, including basic technical data (such as IP addresses and pages visited) and the use of cookies.

We collect, use, disclose and hold the following types of personal information only when necessary for carrying out our statutory and administrative functions or for employment with our agency. We will only collect the amount of information necessary to perform the relevant function.

- **Identity and contact:** name, phone number, email, postal address.
- **Personal details:** age, gender, family information (spouse, dependants, carers).
- **Financial details:** payment information and bank account details.
- **Additional ID:** date of birth, signature, citizenship or visa status.
- **Employment:** job status, work history, education, qualifications, references, salary.
- **Unique identifiers:** such as tax file number, driver's licence number or National Police Certificate.

Collection by RevenueWA

We collect personal information through our online portals, forms, phone calls, web enquiries, emails and letters, subscription services, customer feedback surveys, and in documents submitted to RevenueWA.

We will generally collect personal information directly from you or your authorised representative.

In some circumstances, such as a tax investigation, we may use our statutory powers to obtain personal information from third parties such as financial institutions, utility companies and local government authorities. We collect this information and conduct data matching activities to protect public revenue, ascertain compliance and assist with the administration of the Acts we administer.

We record inbound and outbound telephone calls routed through our call management system. We use call recordings as part of quality assurance, primarily for coaching and training purposes. You can ask for a call not to be recorded.

We enter into data and information sharing arrangements authorised by law and may use these arrangements, and our investigative powers, to verify or supplement information we have collected. See information at RevenueWA compliance about the data sources we access.

Collection Notice

We will provide a Collection Notice at the time personal information is directly collected, or as soon as practicable afterwards. Collection Notices explain why personal information is being collected, any law under which it can be requested or is required, the consequences of not providing it, how it may be used, and if and when it might be disclosed. Where relevant, these notices explain that we may obtain personal information from other sources and note when we are collecting information under an obligation to report it to another agency.

You can find our Collection Notices on our website, digital platforms, forms, in an email we send you or via a recorded telephone message.

Personal information management

We handle personal information for the purpose for which it was collected, or otherwise where authorised or required by law.

We may share personal information with other WA Government agencies when necessary to deliver whole-of-government services, consistent with the principles and safeguards set out in the PRIS Act.

We are subject to legal requirements that govern how we manage information, including:

- obligations under the *Freedom of Information Act 1992* and *State Records Act 2000*;
- confidentiality obligations that apply to information obtained under the taxation administration, First Home Owner Grant or royalty legislation; and
- where information sharing or data use may impact Aboriginal people or communities, we recognise the importance of appropriate engagement and governance and will apply relevant legislative requirements and policy frameworks.

These obligations apply even if they differ from this Policy.

How DTF uses personal information

We use personal information for purposes that include:

- responding to enquiries, complaints, or requests;
- developing and administering government policy and programs;
- supporting budget, financial, and economic functions;
- managing recruitment, employment, and workforce matters; or
- meeting statutory, regulatory, audit, and reporting obligations.

Personal information is generally used only for the purpose for which it was collected, unless:

- the individual has consented to another use;
- the use is authorised or required by law;
- the use is reasonably related to the original purpose;
- the use is necessary for law enforcement, investigative or legal proceedings; or
- the use is necessary to prevent or lessen a serious threat to life, health, safety or welfare.

Disclosure of personal information

We may disclose personal information to:

- other WA Government agencies;
- Commonwealth government bodies;
- Ministers and their offices;
- law enforcement or integrity agencies where required by law; or
- contracted Service Providers or contractors engaged by DTF.

We will only disclose personal information where the disclosure is:

- authorised or required by law;
- fair and reasonable in the circumstances; or
- necessary for law enforcement, investigative or legal proceedings.

The PRIS Act provides the statutory safeguards and thresholds we apply when sharing personal information. The governance underpinning those safeguards considers necessity, privacy risks and the public interest.

Use and disclosure by RevenueWA

We are authorised by law to use personal information to administer the revenue laws, for example, determining your eligibility for a land tax exemption or the First Home Owner Grant, or assessing transfer duty on your purchase of a new home. We also use personal information to determine eligibility for non-legislative subsidies such as the Energy Assistance Payment or Life Support Equipment Energy Subsidy.

We are authorised by law to disclose protected and confidential information for the administration of the revenue laws, which may include providing personal details to an entity or service provider engaged to undertake functions such as a debt collection or valuation of land. We are also authorised to disclose confidential personal information to investigate, for example, improper or criminal conduct or for preparing and conducting legal action.

Revenue laws contain confidentiality provisions that protect the information we have obtained, but allow disclosure, without your consent, to specified government agencies (authorised recipients), or for the purposes set out in those laws. For example, we may disclose confidential information – including personal details – to other government agencies with law enforcement functions, such as WA Police, the Australian Taxation Office, other state revenue offices, WorkSafe and Centrelink, for the enforcement of laws they administer.

We may also use and disclose de-identified data for reporting purposes and, under the PRIS Act, for public policy purposes.

Information quality

We take reasonable steps to ensure the personal information we hold is accurate, complete, and up to date. This includes maintaining internal processes designed to preserve information quality throughout its lifecycle.

You can request us to correct any information we hold that is incorrect or out of date, and it will be reviewed and updated as needed.

In some instances, individuals may update their personal information using DTF's online service channels, helping ensure the ongoing accuracy and relevance of the information we maintain.

Information security

We take reasonable precautions to protect personal information from misuse, loss and unauthorised access, modification or disclosure and to manage and respond to information security incidents.

Our online and physical security controls include:

- encrypting data sent from computers to our systems during internet transactions with our online portals. This includes customer access codes transmitted across networks with additional protection provided by multi-factor authentication;

- employing firewalls, intrusion detection systems and virus scanning tools, continuous vulnerability scanning and regular application of recommended security patches to prevent unauthorised persons and viruses from entering our systems;
- using secure networks or encryption for outsourced data transmissions;
- physical access controls requiring staff to swipe identity credentials to access DTF offices; and
- compulsory training for all employees on maintaining physical and online security.

We retain, manage and destroy records containing personal information in accordance with the *State Records Act 2000*, ensuring information is not retained longer than necessary.

Disclosure outside Australia

Personal information handled by DTF is generally stored and disclosed within Australia. We do not routinely disclose personal information overseas. Personal information may however be stored or disclosed outside Australia in limited circumstances, such as where we use cloud-based service providers, if:

- we reasonably believe the entity to whom we are disclosing the information is bound by a law, scheme or contract that is substantially similar to the PRIS Act; or
- you have consented to storing or disclosing your personal information outside of Australia; or
- the disclosure of personal information is authorised by another law; or
- the disclosure is necessary for the performance of a contract between you and us, or for the implementation of pre-contractual measures taken in response to a request you make of us; or
- the disclosure is necessary for the conclusion or performance of a contract with DTF (or a third party) that is concluded in the individual's interest; or
- the disclosure is for an individual's benefit, it is impracticable for DTF to obtain consent, and if DTF were able to seek consent you would likely give your consent; or
- we have taken reasonable steps to ensure your personal information will not be held, used or disclosed by the recipient in a manner that is inconsistent with the PRIS Act.

Automated decision making

RevenueWA use automated decision-making systems as part of our efficient administration of the revenue, grant and subsidy schemes. Examples of how personal information may be used in an automated-decision making system include:

- a conveyancer lodges a transaction in Revenue Online, declares that the parties to a dutiable transaction are related, but does not provide an independent valuation of the property. The system automatically refers the transaction for an independent valuation.
- personal information collected from various sources indicates that a person lives at a property they own. A primary residence exemption from land tax will be automatically applied.

- an applicant for the First Home Owner Grant (FHOG) lodges an application through the FHOG Application Portal and declares that none of the applicants are Australian citizens or permanent residents. Because at least one applicant must be either an Australian citizen or permanent resident, the system will automatically reject the application.
- an Energy Concession Extension Scheme customer renews their application in the Online Services Portal and declares that they are now charged for electricity use by Synergy. The system will automatically reject the application because the applicant must be charged for electricity by a supplier other than Synergy, Horizon Power, BHP or Rio Tinto to be eligible for payment through RevenueWA.

On request, an independent person in RevenueWA will review a decision made by an automated decision-making system or by a person relying on information from an automated decision-making system.

De-identified information

We take steps to ensure information authorised to be shared for statistical or research purposes does not contain details that would allow for individuals to be reasonably identified.

To achieve this, we may apply de-identification techniques including:

- combining details from multiple individuals;
- grouping similar information and using averages instead of individual numbers;
- removing identifying details or replacing them with simple codes;
- encrypting identifiers so they can't be traced back to an individual;
- using broader categories instead of exact information (for example, using an age range instead of a date of birth); and
- hiding some information completely when needed to protect privacy.

We may provide de-identified information to external parties where:

- the request is for a legitimate and authorised purpose;
- the receiving organisation has appropriate and secure safeguards; and
- the disclosure is permitted under applicable legislation or policy frameworks.

We actively monitor the context of any release to ensure de-identified information remains protected and the risk of re-identification is very low.

Anonymity

Generally, we cannot administer our functions properly if we cannot identify the individual to whom the information relates.

In some circumstances such as, making a general enquiry, completing a customer satisfaction questionnaire, or providing a tip-off about suspected non-compliant behaviour we will either not require you to identify yourself or will de-identify the information provided to preserve your anonymity.

Where there is the need to protect the identity of a complainant and other relevant parties when we are investigating, referring or responding to a complaint, we may anonymise individuals and apply additional safeguards to their records to ensure confidentiality is maintained throughout the complaint process.

Implications of not supplying personal information

If personal information is not provided, we may not be able to:

- accurately assess your eligibility, capability or capacity to undertake the activities we require of you; or
- effectively provide assistance, services, or responses in an effective and timely way.

In some situations, providing personal information is required under Western Australian law, including laws relating to taxation or the First Home Owners Grant. Failure to provide personal information when legally required to do so may result in a penalty or prosecution. More information is available from our website at <https://www.wa.gov.au/organisation/departments-of-treasury-and-finance/revenue-wa-compliance>.

Amending your personal information

If you are registered for one of our online services listed below, you may access and update your own personal information in relation to those services:

- [RevenueWAConnect](#)
- [Tenders WA](#)

You can also contact us directly to access or update your personal information via the following:

RevenueWA

Lodge a web enquiry at: <https://www.osr.wa.gov.au/generalenquiry>

Phone: +61 (08) 9262 1400

Post: RevenueWA, 200 St Georges Terrace, Perth WA 6000.

Tenders WA

Email: procurementsystems@dtf.wa.gov.au

Phone: +61 (08) 6551 2020

Unclaimed Monies

Email: unclaimed.money@dtf.wa.gov.au

Phone: +61 (08) 8551 2600

Where access to or correction of personal information cannot be undertaken using the methods outlined above, further assistance may be obtained by contacting DTF's Privacy Officer – details below.

Privacy enquiries and complaints

Where there is a concern that your personal information has not been handled in accordance with the PRIS Act, a privacy complaint may be submitted to our Privacy Officer:

Email: Privacy@dtf.wa.gov.au

Telephone: +61 (08) 6551 2777

Post: David Malcolm Justice Centre 28 Barrack Street, PERTH WA 6000

Locked Bag 11, Cloisters Square, Perth WA 6850

If you are dissatisfied with the outcome of our investigation into your complaint, you can refer your complaint to the [WA Office of the Information Commissioner](#).

Legislation

The following legislation is applicable to this Policy:

Privacy Act 1988

Privacy and Responsible Information Sharing Act 2024 (WA)

Freedom of Information Act 1992 (WA)

State Records Act 2000 (WA)

Financial Management Act 2006 (WA)

Taxation Administration Act 2003 (WA)

Procurement Act 2020 (WA)

First Home Owner Grant Act 2000 (WA)

Public Sector Management Act 1994 (WA)

Unclaimed Money Act 1990 (WA)

Key terms

Automated decision making	<p>Occurs when:</p> <ol style="list-style-type: none"> 1. an electronic system uses personal information to make a significant decision without human intervention; or 2. a significant decision is made by a person, but they rely on a recommendation, assessment, conclusion or inference from an automated system that has a direct influence on the decision made. <p>A <i>significant decision</i> is one that affects a person's rights, entitlements or liabilities or otherwise has a significant effect on their life circumstances, opportunities, behaviour or wellbeing.</p>
Collection Notice	<p>A Collection Notice explains to individuals what personal information is being collected, why it is needed, how it will be used or shared, and how they can access or correct it.</p>
Confidential or commercially sensitive information	<p>Means:</p> <ol style="list-style-type: none"> 1. information that is required to be kept confidential because of a contractual or equitable obligation; or 2. any other information that if disclosed would cause disadvantage or detriment to a person's legitimate business, professional, commercial or financial interests.
Contracted service provider	<p>A party (or a sub-contractor) to a State services contract with DTF who provides services to us or on our behalf.</p>
Personal information	<p>Information or an opinion that relates to an individual whose identity is apparent or can be reasonably ascertained.</p>
Sensitive personal information	<p>Personal information that relates to (or infers) any of the following:</p> <ol style="list-style-type: none"> 1. racial or ethnic origin 2. gender identity, where an individual's gender identity does not correspond with their designated sex at birth 3. sexual orientation or practices 4. political opinions 5. religious beliefs or affiliations 6. philosophical beliefs 7. membership of a professional or trade association, political association or trade union 8. criminal record 9. health information including genetic or genomic information.
Unique identifiers	<p>Numbers or other identifiers assigned by an entity (such as DTF) for the purpose of uniquely identifying a person for business purposes. For example: driver's licence numbers, passport numbers or employee numbers.</p> <p>Your name is not considered a unique identifier.</p>