



Privacy and Responsible Information Sharing Act 2024

Feedback and complaints collection notice

The Department of Water and Environmental Regulation (DWER), collects personal information such as:

- Name and contact details (e.g. address, email, phone number)
- Organisation and business details (if applicable)
- Information provided in supporting documents (if applicable)
- In some cases, we may collect sensitive information where it is required and authorised by law.

We only collect personal information that is reasonably necessary to perform complain management functions in order to respond to your feedback or complaint.

You are required to provide this personal information under legislation and relevant regulatory frameworks administered by DWER.

Your personal information will be used for the purpose for which it was collected, or for a related purpose, where permitted by law.

DWER may share this information with:

- Other WA Government agencies
- Other parties where required or authorised by law,

where required to enable a response to your feedback or complaint.

If you choose not to provide the requested personal information and remain anonymous, DWER may be unable to process your feedback or complaint.

DWER will handle your personal information in accordance with the [Privacy and Responsible Information Sharing Act 2024](#), and [DWER Privacy and Responsible Information Sharing](#).

This collection notice supplements [DWER's general collection notice](#), which is available on the DWER website.

If you have questions about how your information is handled, submit a request [here](#).

If you wish to change or update your personal information submit your request [here](#).

For any other enquiries, contact DWER on (08) 6364 7000.