



Privacy Policy of the State Records Office

About this privacy policy

The Privacy and Responsible Information Sharing Act 2024 (PRIS Act) contains the Information Privacy Principles (IPPs), a set of principles regulated entities must follow when handling personal information.

The IPPs include a requirement to publish an up-to-date privacy policy that is clear, concise, and written in plain language.

About us

The State Records Office (SRO) is established for the purposes of enabling the Director of State Records (a *public entity* regulated under the PRIS Act) to perform their functions under the *State Records Act 2000* (WA) (**State Records Act**). These functions include promoting and advising government on record keeping, preservation of State archives, supporting public access to archival records and helping to ensure compliance with the State Records Act.

Our functions involving personal information

The State Records Office handles personal information through activities such as:

- providing an information service to the State archives in the State archives collection and providing public access to the archives, including the management of the SRO archives catalogue for searching, retrieval or digitisation
- advising State organisations on record keeping and on training their staff in record keeping, including the preparation of and compliance with record keeping plans
- providing advice and assistance, as well as reporting on the operation and effectiveness of the State Records Act to the State Records Commission
- monitoring compliance of the State Records Act on behalf of the State Records Commission, including receipt and investigation of reports of non-compliance
- promoting the importance of State records and archives to the community and State organisations

We also handle personal information when performing activities necessary to run our operations – such as management of facilities, employees, volunteers and interns and contractors.

Personal information collection, use and disclosure

Personal information is defined in the PRIS Act as "information or an opinion, whether true or not, and whether recorded in a material form or not, that relates to an individual, whether living or dead, whose identity is apparent or can reasonably be ascertained from the information or opinion".

The PRIS Act sets out a non-exhaustive list of examples of different types of personal information.

Put simply, if your identity can be reasonably 'worked out' from the information or an opinion, it is your personal information. Importantly, personal information:

- Does not have to be true
- Does not have to be written down or recorded
- Can be related to you directly or indirectly
- Can relate to a person who is alive or deceased.

A subset of personal information can be sensitive. Sensitive personal information includes information about your race or ethnic origin, gender identity, sexuality, political opinions or association, religious or philosophical beliefs, professional or trade union memberships, criminal record, and health, genetic, genomic or biometric information.

The PRIS Act contains additional rules that apply to regulated entities when they handle sensitive personal information. If you are unsure whether information is personal information or sensitive personal information, the resources on the website of the Office of the Information Commissioner (who regulates the PRIS Act) may assist you.

When we collect personal information (and what we collect) and how we collect information

There are a few ways we collect personal information, including where we ask you for it (or you give it to us) and where we collect it from someone else.

When you...	We collect...	For these reasons
Apply for, renew or change your registration as a user of the SRO archives catalogue; make an online Archives research consultation appointment or email sro@sro.wa.gov.au about the State archives collection	Name and contact details. Details of your reference enquiry. This may contain personal information and sensitive personal information about you or other individuals.	To know who you are and how to get in touch with you. To access and retrieve and/or digitise the archives; and communicate with you about the archives or research requests.

When you...	We collect...	For these reasons
Pay fees (e.g. costs of digitisation) or we reconcile payments	Payment and transaction information (e.g. payer name, amount paid, payment reference and limited payment card details received for reconciliation)	To process fees, reconcile payments, issue tax invoices/ receipts/ confirmations, and manage financial records.
Engage with the SRO and/or the State Records Commission through the formal mechanisms in the State Records Act.	Name and contact details Details of your enquiry, report or other request made through our formal mechanism. This may include documents detailing your interactions with regulated entities (such as another WA government agency) or third parties. In some matters, these documents may contain personal information and sensitive personal information about you or other individuals.	To know who you are and how to get in touch with you To understand your enquiry, report or other request, and to ensure we have all the relevant information required to review your enquiry, report or request and for the SRO to provide advice or for the State Records Commission to make a decision.
Visit our website or comment on our social media pages	Website visit data. Note: The Department of the Premier and Cabinet manages our website. To find out more about the management of the SRO website, please review the wa.gov.au website privacy statement. Your comments or requests made on our social media pages, and the profile you used. Note: When you comment on or engage with us on a social media platform, it is not just us collecting your personal information. The collection and management of any personal information you share is also governed by	For statistical and website management purposes of the WA.gov.au website, which hosts our website. To allow us to respond to your comment or request. Where you wish to engage with us, we encourage you to contact us directly.

When you...	We collect...	For these reasons
	that platform's own terms of service and privacy policy.	
Subscribe to our newsletter and other communications	Name and contact details. Subscription and communications preferences.	To process your subscription request. To ensure you receive the communications you want from our office.
Are an employee or prospective employee, work experience student, or volunteer with the SRO	Name and contact details. Prospective role, and details of your application to volunteer or work with us e.g. resume, referee report.	To identify you and be able to contact you. To manage the process relating to your prospective volunteering or employment with us.
Are a contractor or service provider to the SRO	Name and contact details. Details contained in documents associated with your contract or services that may be personal, such as your signature and payment details	To identify you and be able to contact you. To manage your contract with us or the services you provide to us.
Attend our professional, academic or community events	Name and contact details. Your role within WA government, where applicable. Your professional or academic role and organisation, or that you are a member of the community. Confirmation of your payment, via our service provider.	To register you for the relevant event and be able to contact you. To provide you with content relevant to your work. To understand the audience at our event, if from outside WA government. For paid events, to confirm you have paid an attendance fee.

Choosing not to identify yourself

In most circumstances we need to know who you are to manage our relationship with you. However, we take steps to ensure we only collect the minimum amount of personal information we need for our functions and services.

Where it is possible to engage with you without identifying you, we will provide you with that option. For instance, when you report a matter of non-compliance with the State Records Act, you can choose to not provide your personal information.

De-identifying personal information we collect

In limited circumstances we de-identify personal information we collect and hold particularly for the purposes of

- preparing data for publication in the annual reports of the State Records Commission
- reporting or developing training and guidance materials
- compiling and reporting on data received through surveys about issues, our functions or services.

When we de-identify personal information we collect, we take steps to protect it from misuse, loss, unauthorised re-identification, access, modification or disclosure.

Limits on use and disclosure of personal information

There are several purposes for which we may use and disclose personal information, and these are linked directly to our functions and services. These include:

- Providing a service or exercising our functions under the State Records Act
- Providing advisory or other support to you
- Answering a question you have asked, or responding to a complaint you have made
- Managing your employment, prospective employment or other business relationship we have with you
- Promoting awareness of our communications, events and resources that might interest you (where you have subscribed)
- Complying with our legal and regulatory obligations
- Where otherwise permitted or required by law
- For limited other purposes with your consent.

We do not use any automated decision making processes when we perform our functions or deliver our services.

Our use of service providers

Several service providers support us, and some handle personal information on our behalf. How they support us can be broken down into functional categories including:

- Corporate services and human resource management
- Technical systems and operations
- Website management
- Facilities and asset management
- Event management
- Communications management
- Appointment booking

The Department of Creative Industries, Tourism and Sport (CITS) provides services to the SRO which enable us to carry out our objectives. These services include those relating to staffing, privacy risk management, information technology infrastructure, cyber security and freedom of information. As such, your personal information may be held by CITS, however, it will not be used or accessed other than for the purposes of enabling the SRO to carry out its functions, and on behalf of the State Records Commission.

The SRO is located within the Alexander Library Building. The State Library of Western Australia (SLWA) as the main tenant of the Alexander Library Building provides services to the SRO, including a shared reference service. As such, your personal information may be held by SLWA.

Importantly, access to documents and other information (including personal information) associated with our functions under the State Records Act are restricted to SRO officers and where applicable, to the State Records Commission.

There are some service providers that we engage directly such as for communications, event management and ticketing. We assess their suitability, engage and manage them in keeping with whole-of-WA government policy and CITS policy.

Security and retention of personal information

We know the importance of keeping personal information safe throughout its lifecycle.

At the State Records Office:

- We follow whole-of-WA-government policies and legislation to ensure personal information is stored securely, not kept longer than necessary and disposed of appropriately
- We store personal information within secure record keeping and business systems with appropriate access controls
- We destroy personal information in accordance with the retention periods outlined in State Records Commission approved retention and disposal authorities
- We ensure our staff are appropriately trained to handle and protect personal information.

Access and correction rights

You may access and seek correction of your personal information pursuant to the *Freedom of Information Act 1992* (FOI Act) subject to limitations set out in the FOI Act. For further information please contact CITS FOI on foi@cits.wa.gov.au or visit CITS' [information statement](#).

Contact us

If you have questions about our privacy policy and our personal information practices, including:

- How to seek access to, or correct, your own personal information
- A concern or complaint about how we handled your personal information

your questions can be directed to our Privacy Officer at the details below:

Department of Creative Industries, Tourism and Sport
246 Vincent Street, Leederville WA 6007
PO Box 8349, Perth Business Centre WA 6849
Email: privacy@cits.wa.gov.au