



Collection Notice – Request of Information (including Freedom of Information requests)

Why are you seeing this notice?

You are receiving this notice because WA Country Health Service (ABN 28 680 145 816) (**WACHS, we, us, our**), collects your personal information when you lodge a request with us for access to information, or to correct or update your information. This includes but is not limited to requests made under the *Freedom of Information Act 1992* (WA) (**FOI Act**) and *Privacy and Responsible Information Sharing Act 2024* (WA) (**PRIS Act**).

This Collection Notice contains information we are required by the PRIS Act to give you when collecting your personal information.

What information are we collecting?

Examples of personal information we may collect include;

- Your name and contact details.
- Information used to verify your identity or authority to act on behalf of another person.
- Information relating to your request, including information sought, reasons for amendment or correction, and supporting documentation.
- Information relating to previous interactions with WACHS relevant to the request.
- Information regarding hospital, health service or corporate interactions relevant to the request.
- Correspondence, opinions, statements, submissions and supporting documents provided during the application process.

Purposes for which personal information is collected and will be used and disclosed

WACHS collects personal information from you where necessary for the performance of its functions and activities. The purposes for collecting your personal information may include:

- Processing your request for access to information, documents or records or to amend, update or correct your information.
- Verifying your identity and authority to access the requested information.
- Communicating with you regarding the progress or outcome of your request.
- Consulting with third parties whose information may be impacted by your request where required by law.
- Managing legal, governance, privacy and information access obligations.
- Meeting obligations under the FOI Act, PRIS Act, *Health Services Act 2016* (WA) and other applicable legislation.

We only use or share your personal information with your consent or where authorised or required by or under law, including but not limited to under the PRIS Act, the FOI Act, the *Health Services Act 2016* (WA) and the *Health Services (Information) Regulations 2017* (WA).

Who do we usually share information with?

WACHS may disclose your personal information with:

- Other State, Territory and Commonwealth government agencies where authorised or required by law. This includes (but is not limited to) Western Australia Department of Health as part of regular disclosure and statistical reporting.
- Individuals, organisations or third parties who are the subject of, or otherwise connected to, the request where consultation is required by legislation.
- Courts, tribunals, commissions and persons or bodies acting judicially.
- Contracted service providers who assist WACHS to administer information access requests.
- Regulatory, integrity, oversight or law enforcement agencies.
- Legal advisers and insurers where required for legal or compliance purposes.

What happens if you do not provide information

Providing information is voluntary. However, if you chose not to provide sufficient information to identify you, verify your identity or process your request, WACHS may be unable to:

- Process your application;
- Assess your entitlement to access information;
- Amend or update your information; or
- Communicate with you regarding your request.

This may result in delays or an inability to progress your request.

How can you access or update your information?

Under the *FOI Act*, you have the right to apply for access to documents held by WACHS and to request the amendment of your personal information if it is inaccurate, incomplete, out of date, or misleading. If you wish to access, update, amend or add to information we have collected, please contact the WACHS Release of Information Office by emailing WACHS.ROICentral@health.wa.gov.au.

How to find out more, access your information or make a complaint?

More information can be found at www.wacountry.health.wa.gov.au/About-us/Privacy-and-information-sharing or via the QR code.

If you have any questions about how your personal information will be collected, used and shared, you can contact WACHS.InformationGovernance@health.wa.gov.au.

If you would like to make a complaint about how your personal information has been handled, collected, used or shared, please contact WACHS.PrivacyOffice@health.wa.gov.au.

