

1. Purpose

The District Council of Peterborough ("Council") is committed to protecting the privacy of individuals and ensuring that personal information is collected, managed, stored, used and disclosed responsibly, lawfully and transparently.

This Policy establishes Council's commitment to privacy and provides guidance on how personal information is managed in accordance with applicable legislation and recognised best practice.

2. Scope

This Policy applies to:

- Elected Members
- Employees
- Contractors and consultants
- Volunteers
- Council committees
- Any person acting on behalf of Council

It applies to all personal information collected or held by Council in any format, including paper records, electronic records, photographs, CCTV recordings and audio or video recordings.

3. Policy Statement

Council recognises that members of the public entrust it with personal information in order for Council to deliver services, perform its statutory functions and conduct local government administration.

Council is committed to:

- collecting only information necessary to perform its functions;
- ensuring personal information is handled fairly and lawfully;
- protecting information against unauthorised access, disclosure or misuse;
- maintaining accurate and current records;
- providing individuals with access to their personal information where appropriate; and
- complying with all legislative obligations regarding privacy and information management.

4. Definitions

Personal Information

Information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not and whether recorded in a material form or not.

Examples include:

- name
- residential address
- postal address
- email address
- telephone number
- date of birth
- photographs
- vehicle registration details
- property ownership information
- payment history
- CCTV images.

Sensitive Information

Personal information relating to:

- health
- disability
- racial or ethnic origin
- religious beliefs
- political opinions
- criminal history
- biometric information

or other sensitive information recognised by legislation.

5. Collection of Personal Information

Council will only collect personal information where it is:

- necessary to perform Council functions;
- required by legislation;
- required to provide a Council service;
- voluntarily supplied by an individual.

Information may be collected:

- directly from individuals;
- through Council forms;
- online services;
- telephone enquiries;
- email correspondence;
- applications and permits;
- customer requests;

- CCTV where authorised;
- other government agencies where permitted by law.

Where practical, Council will advise individuals:

- why the information is being collected;
- how it will be used;
- whether collection is required by law;
- who it may be disclosed to.

6. Use of Personal Information

Council will only use personal information:

- for the purpose for which it was collected;
- where authorised by legislation;
- where consent has been provided;
- where reasonably necessary to carry out Council functions.

Personal information will not be used for unrelated purposes unless authorised by law or with consent.

7. Disclosure of Personal Information

Council will only disclose personal information where:

- required or authorised by legislation;
- the individual has provided consent;
- necessary to perform Council functions;
- required by law enforcement agencies;
- required under the Freedom of Information Act 1991;
- required by ICAC, Ombudsman or a Court;
- required for statutory registers.

Where contractors perform services on behalf of Council, they must comply with Council's privacy and confidentiality requirements.

8. Storage and Security

Council will take reasonable steps to protect personal information against:

- unauthorised access;
- loss;
- misuse;
- interference;
- alteration;
- disclosure.

Security measures include:

- secure electronic systems;
- password protection;
- access controls;
- staff confidentiality obligations;
- secure disposal of records;
- cyber security measures;
- records management practices compliant with the State Records Act.

9. Accuracy of Information

Council will take reasonable steps to ensure personal information is:

- accurate;
- complete;
- current;
- relevant.

Individuals are encouraged to notify Council of any changes to their personal information.

10. Access and Correction

Individuals may request access to personal information held about them.

Council may:

- verify identity before releasing information;
- refuse access where legislation permits;
- charge any applicable statutory fee.

Where information is incorrect, Council will take reasonable steps to correct it.

11. Website and Digital Services

Council's website may collect limited technical information including:

- IP address;
- browser type;
- pages visited;
- date and time of access.

This information is used for:

- website administration;
- security;
- statistical reporting;
- improving Council services.

Council does not collect personal information through its website unless it is voluntarily provided.

12. CCTV

Where CCTV operates on Council property:

- signage will be displayed;
- recordings will be securely stored;
- access will be restricted;
- footage will only be used for lawful purposes.

13. Records Retention

Council will retain records in accordance with:

- State Records Act 1997;
- General Disposal Schedules;
- Council's Records Management Policy.

Records containing personal information will be securely destroyed when authorised.

14. Freedom of Information

Requests for access to Council documents will be managed in accordance with the Freedom of Information Act 1991.

Council will consult affected persons where required by legislation before releasing personal information.

15. Data Breaches

Where Council becomes aware of an actual or suspected privacy or information breach, it will:

- assess the breach;
- contain any risks;
- investigate the circumstances;
- notify affected persons where appropriate;
- implement corrective actions to reduce future risk.

16. Complaints

Any person who believes Council has mishandled their personal information may submit a complaint to the Chief Executive Officer.

Complaints will be managed in accordance with Council's Complaints Policy and relevant legislation.

If a person is dissatisfied with Council's response, they may seek review through the Ombudsman SA or any other appropriate authority.

Document administration and control

Policy title:	Privacy Policy
Policy number:	660417
Policy type:	Governance
Responsible officer:	Chief Executive Officer
Committee Review:	NA
First issued / adopted:	07/2014
Review period:	Reviewed within 12 months following the conclusion of a periodic election, in line with legislative changes or by resolution of Council.
Last reviewed:	07/2026
Next review date:	By March 2028
Current Version:	Version 4
Date revoked:	n/a
Applicable legislation:	• Local Government Act 1999 (SA) • Freedom of Information Act 1991 (SA) • State Records Act 1997 (SA) • Planning, Development and Infrastructure Act 2016 (SA) • Evidence Act 1929 (SA) • Independent Commission Against Corruption Act 2012 (SA) • Ombudsman Act 1972 (SA) • Privacy Act 1988 (Cth)
Related documents:	• Records Management Policy • Freedom of Information Policy • Information Security Policy • Complaints Policy • Code of Conduct for Council Employees • Code of Conduct for Council Members

Privacy Policy

Public consultation required / undertaken:	No
Availability	This Policy is available for inspection at the Council office, and any person may obtain a copy of this Policy upon payment of the fee fixed by Council in accordance with Council's Fees and Charges adopted each financial year. It is also available on Council's website www.Peterborough.sa.gov.au. Any grievance in relation to this policy or its application should be forwarded in writing to the Chief Executive Officer of the Council.
File reference:	To be confirmed