

FACT SHEET

Your Personal Information and the Ombudsman

What is personal information?

Personal information means any information or opinion about a person. It does not matter if the information is true or not, or whether it is written down or not.

It is personal information if the person can be identified from it, or it could reasonably be worked out who the person is.

It includes your name and date of birth. It can include guesses or conclusions made about you based on other information.

How do we use your personal information?

We use your personal information as part of our work to investigate, oversee or monitor organisations and agencies in our jurisdiction.

Who has access to my personal information?

Our staff only have access to the information that they need for their area of work.

Who do you share my information with?

If we are investigating your complaint or notification, we may share personal information with the agency or organisation where required to carry out our work. We may share your personal information with other state government authorities with your consent or if we are required to by law. We will never share your information with unauthorised parties.

Can I access or adjust my personal information?

Yes! You can access or amend your personal information that we have kept by contacting us. Keep in mind this process may take time to action, but we will action it within 45 days from when we receive the request.

Can I learn more about how you use my personal information?

Yes, for more information please see our Privacy Policy. If you would like to read more about the laws that govern our privacy policy, please go to the [WA legislation website](#).