

These good practice principles, when implemented effectively, will ensure that personal information is properly managed.

These principles should be read in conjunction with the Ombudsman Western Australia *Guidelines - Management Personal Information* and *Checklist - Good practice principles for managing personal information*, available on our website at www.ombudsman.wa.gov.au/publications.htm.

COLLECTION

Only collect personal information that is necessary for service delivery.

ACCURACY, ACCESS AND CORRECTION

Personal information collected, used and disclosed should be accurate and current. Individuals should be allowed reasonable access to their personal information and agencies should take reasonable steps to make requested corrections and deletions.

STORAGE AND SECURITY

Personal information should be protected from misuse, loss and inappropriate access and disclosure.

USE

Personal information should only be used for the primary purpose it was collected, except in certain defined circumstances. Agencies should ensure that personal information provided to third party service providers is protected from inappropriate use.

DISCLOSURE

Personal information should not be disclosed to any people or organisation other than the individual concerned, except in certain defined circumstances. Agencies should ensure that personal information provided to third party service providers is protected from inappropriate disclosure.

TRANSPARENCY

The type of personal information that is collected and held, and the principles for its management, should be accessible to clients and other interested members of the public.