GOVERNMENT OF WESTERN AUSTRALIA

healthway

Healthway Privacy Policy

Effective June 2026

Table of contents

1. About Healthway 3
2. About our Privacy Policy 3
3. What information we collect 4
4. How we collect and store the information 5
5. How we use your information 6
6. How we disclose your information 7
   6.1 If you choose to remain anonymous 7
7. How we keep your information secure 8
   7.1 Closed circuit television (CCTV) 8
   7.2 Why and how we use cookies 8
   7.3 How to manage, reject or opt out of cookies 8
8. Marketing and research 9
   8.1 How to opt out of marketing communications 9
9. Unique identifiers and automated tools 10
   9.1 Automated decision making 10
   9.2 Removing personally identifiable information 10
10. Disclosure of information overseas 11
11. Information breaches 12
   11.1 What we do in the event of an information breach? 12
12. Access or updating your information, complaints or feedback 13
   12.1 Who to contact depending on my query? 13
   12.2 If you are dissatisfied with the outcome of the complaint 13
13. Changes to the Privacy Policy 14

1. About Healthway



Healthway is a State Government agency dedicated to health promotion and preventative health in Western Australia.

We partner with arts, sports, racing and community organisations to fund programs that encourage good health now and into the future. We also fund health promotion research to influence policy and practice and positively impact health and wellbeing in WA.

Our work focuses on children and young people to help build lifelong healthy habits, and priority groups such as Aboriginal people, people from culturally and linguistically diverse backgrounds, those living in regional areas, and the LGBTQIA+ community, to enable fairer access to activities and services that support good health and social and emotional wellbeing.

2. About our Privacy Policy

Healthway is committed to protecting privacy and the confidentiality of personal information.

Our Privacy Policy is in accordance with the *Western Australian Health Promotion Foundation Act* 2016 and the *Privacy and Responsible Information Sharing Act 2024* (WA). Healthway's functions are to conduct health promotion activities, distribute grants to eligible Western Australian entities and to perform any other function vested by the Acts.

To carry out these functions and activities, Healthway collects, holds, uses and discloses personal information.

3. What information we collect

Healthway collects only the personal information needed to manage our relationship with you and carry out our activities. When we collect personal information, we provide a collection notice explaining what we collect, why we are collecting it and how it may be used or disclosed. By providing personal information in response to this notice, you are taken to consent to the collection, use and disclosure described, unless another lawful basis applies.

We only collect information that is necessary for the purpose of providing our services and fulfilling our legal and operational obligations. We do not collect all types of information from every individual.

The information we may collect from you includes:



Contact information

- Telephone numbers
- Email address
- Street address
- Postal address

Identification and verification information

- Full name
- Date of birth
- Gender
- Driver's licence
- Working with children checks

Financial information

- Bank account
- Business details
- Financial details

Electronic interactions and system data:

- IP address
- Financial transactions with us
- Mobile device information
- Photos
- Videos or feedback you share with us
- Social media interactions

Video and voice data:

- Call centre voice recordings
- CCTV footage when visiting our head office

4. How we collect and store the information

We may collect personal information from or about you in a number of circumstances, including:

Directly from you (phone, email, post, in person)	When you register as a user in the Lotterywest Healthway grants portal
When you sign up to receive information from us	From publicly available sources of information
From third parties	When you take part in competitions or promotions
When you attend an event	When you use our website
Where legally required	When you provide or offer services to us

Healthway complies with the *State Records Act 2000* (WA) which governs how we create, manage, retain and dispose of all records, including those containing personal information.

Personal information is stored in our local network and cloud systems and in some cases in hard copy format.



Wherever possible, we try to collect personal information directly from you.

With your consent, where direct collection is impractical, or as required by law, we may obtain your personal information from a third party.

5. How we use your information

Healthway will only use your personal information for the following purposes, or for a related purpose as outlined below, unless we inform you of another purpose at the time we collect your information.

We use your personal information to:

- process grant requests
- perform financial and administration tasks, including debt recovery
- perform operational tasks, provide services and respond to enquiries
- conduct direct marketing, competitions, events, advertising and research including surveys
- detect and prevent fraud
- comply with our legal obligations

We will only use your personal information for another purpose if:

- you agree to it
- you would reasonably expect us to do so
- it is required or permitted by law or a court order
- a situation under the *Privacy and Responsible information Sharing Act* 2024 (WA) permits it
- it is necessary to support law enforcement, court or tribunal activities including compliance with a subpoena or notice to produce.

We may also use or share your information:

- with your consent
- to protect your rights, property or the safety of others
- in other fair and reasonable circumstances in compliance with our obligations under the Privacy and Responsible Information Sharing Act 2024.

6. How we disclose your information

Your personal information will only be accessed and viewed by authorised officers as and when it is appropriate or necessary to perform their duties.

However, we may disclose your personal information for the above purposes to:

- contractors, suppliers and service providers (including overseas)
- law enforcement agencies and regulators, where a lawful request is made
- our internal and external auditors and investigators
- third party providers that may undertake evaluation or other work on behalf of Healthway
- financial institutions
- other government departments, agents or entities
- others as required by law

If we need to share your information with another government agency or authorised partner, we follow the Responsible Information Sharing Principles in the *Privacy and Responsible Information Sharing Act 2024* (WA).

This means, we only share your information when it is necessary, lawful and safe to do so.



6.1 If you choose to remain anonymous

You may choose to remain anonymous when interacting with Healthway, where it is lawful and practical. However, this may affect our ability to provide certain services, such as processing grant requests, assisting with grant enquiries and certain Healthway events.

Anonymity is not available for activities where identification is legally required, or it is impracticable for Healthway to deal with individuals who have not identified themselves.

7. How we keep your information secure

Healthway is committed to protecting the security and privacy of personal information and takes reasonable steps to safeguard it from misuse, loss or unauthorised access.

Our staff are required to maintain the confidentiality of personal information. We use a range of physical and electronic safeguards including restricted office access, CCTV, alarm systems, firewalls, intrusion detection, virus protection, secure databases, strict access controls and encryption where appropriate.

While we take steps to protect information transmitted through our website, no internet transmission can be guaranteed to be completely secure.

Our website may contain links to third-party sites. Healthway is not responsible for the privacy practices or content of these external sites. We encourage you to review the privacy statements of any third-party websites you visit.

7.1 Closed circuit television (CCTV)

CCTV is used at and around our head office to support security, ensure the safety of staff and visitors, and protect property. Recordings may be retained for a limited period in line with our retention requirements, and access is restricted to authorised personnel.

7.2 Why and how we use cookies

Generally, we use cookies to learn about the way you interact with Healthway's content and to help us improve your experience when visiting the Healthway website.

Most of the information collected by cookies will not be sufficient to identify you. This is because the information collected will be 'general' in nature, relating to your interests (i.e. the pages you have looked at on the Healthway website) and the websites you have visited previously.

Third party (performance and targeting) cookies are used on Healthway's website to enable re-marketing and reporting for impression assisted visits, user demographics and user interests.

7.3 How to manage, reject or opt out of cookies

We use tools such as Google Analytics to understand how people use our website, to review website activity and to make improvements. These tools use cookies to collect anonymous information about how visitors browse the site. The data recorded (including your IP address) may be stored by Google or Adobe on servers outside Australia and used to provide website usage reports and related services. They may share this information if required by law.

By using the Healthway website and social media channels you consent to the handling of data about you by Google and Adobe in the manner and for the purposes described above.

You may opt out of the use of cookies by updating your setting preferences on your browser. However, if you do this you may not be able to experience the full functionality of Healthway websites and applications.

8. Marketing and research

Healthway uses third-party social media platforms, including but not limited to Facebook and Instagram, to connect with the public and share information.

These platforms use cookies and similar technologies to collect information, and any data shared with our partners is protected through encryption. You can manage your personalised content preferences directly within your social media account settings.

These platforms operate under their own independent privacy policies which are separate from those of Healthway.

Healthway may monitor and use information posted on its social media platforms for administration, marketing and campaign activities. Healthway does not support or take responsibility for any opinions expressed by third parties who use or contribute to those platforms.

8.1 How to opt out of marketing communications

To stop receiving our newsletter and other information, you can opt out by:

- Selecting '*unsubscribe*' at the bottom of our emails;
- Emailing us at healthway@healthway.wa.gov.au; or
- Calling our contact centre on 133 777.



9. Unique identifiers and automated tools

We may use unique identifiers such as grant request numbers, to support Heathway in performing its functions and to help ensure information is managed accurately and efficiently.

We use unique identifiers to:

- support the secure and accurate delivery of government services;
- ensure information is managed consistently across programs and systems in line with the Information Privacy Principles (IPPs) set out in the *Privacy and Responsible Information Act 2024* (WA); and
- enable us to differentiate each person's information and minimise the collection of unnecessary personal details.

Healthway will not:

- disclose to third parties a unique identifier assigned to you by Healthway; or
- require you to provide any other unique identifier to enable us to provide a service to you, unless required or authorised by law or otherwise in accordance with our obligations under the *Privacy and Responsible Information Sharing Act 2024* (WA).

9.1 Automated decision-making

We may use automated tools including Artificial Intelligence (AI) to process your data for service improvement and decision-making. You have the right to understand how these tools are used and can request human oversight at any time. Contact our Privacy Officer for assistance at Privacy@healthway.wa.gov.au.

9.2 Removing personally identifiable information

Healthway may de-identify personal information to support safe data handling, analytics, reporting and responsible information sharing. De-identification helps ensure that individuals cannot be reasonably identified from the information.

In some circumstances, it may not be possible to de-identify personal information while still preserving its accuracy, integrity or usefulness for the intended purpose. Healthway will not re-identify de-identified information except in limited circumstances provided for by the Privacy and Responsible Information Sharing Act 2024 (WA).

10. Disclosure of information overseas



Healthway may occasionally send your personal information overseas. When it is necessary for our business and for the purposes outlined in this Policy.

This can happen when we use system providers, cloud services or other service providers that store or process data outside Australia.

Whenever we send personal information overseas, we take reasonable steps to ensure that the overseas recipient is bound by privacy standards similar to, or stronger than, those contained in the Privacy and Responsible Information Sharing Act 2024, although we cannot guarantee or enforce their compliance.

If you contact us through social media, those platforms and their partners may also collect and store your personal information overseas.

11. Information breaches

Healthway is committed to safeguarding the personal information it holds and takes all reasonable steps to prevent unauthorised access, disclosure, loss or misuse.

We comply with the notifiable information breach requirements set out in the Act.

11.1 What we do in the event of an information breach?

Where Healthway identifies, or has reasonable grounds to suspect, a potential information breach that is likely to result in serious harm to any individual whose information we hold, Healthway will:

- take all reasonable steps to contain the breach
- promptly investigate the incident to determine the nature and extent of the breach
- assess whether it meets the criteria for a notifiable information breach under the *Privacy and Responsible Information Sharing Act 2024*
- notify affected individuals and the Information Commissioner, as required by law, when the breach is assessed as likely to result in serious harm.



Healthway will also take reasonable steps to mitigate any potential harm, including containment, remediation and support for impacted individuals as applicable, and will review the incident to strengthen our information security practices and prevent future breaches.

12. Access or updating your information, complaints or feedback

Individuals may contact us in different ways depending on the type of information or assistance they need.

12.1 Who to contact depending on my query?

Standard query	For standard matters such as updating personal details, checking the status of a service or asking general questions, contact our Customer Services team on 133 777, which can assist with day-to-day updates and support.
About your personal information	For information about the collection, use, storage or disclosure of your personal information, or to exercise your privacy rights, contact our Privacy Officer. Healthway will provide you with access to your personal information except in certain limited circumstances. Details will be provided by our Privacy Officer following a request. Please see below for contact information.
Freedom of Information (FOI) request	Lodge an FOI Application to formally request documents that aren't available through our usual information channels. For more details, please see our Information Statement.

If you have any queries relating to the Privacy Policy, would like to make a complaint about the handling of your personal information, or have any feedback, please contact the Healthway Privacy Officer:

By email	Privacy@healthway.wa.gov.au
By phone	133 777
By post	Healthway Att: Privacy Officer Locked Bag 66 SUBIACO WA 6904

12.2 If you are dissatisfied with the outcome of the complaint

If you're unhappy with the outcome of the complaint investigation, you can lodge the matter with the Office of the Information Commissioner at info@oic.wa.gov.au.

13. Changes to the Privacy Policy

We may review and amend this Privacy Policy from time to time.

Any modifications will take effect immediately upon being published on our website, social media channels, or otherwise communicated to you.

