

DEECA Privacy Policy

Purpose

The Department of Energy, Environment and Climate Action (the department) is committed to protecting personal information in accordance with the *Privacy and Data Protection Act 2014 (Vic)* (PDP Act), including the Information Privacy Principles (IPPs).

This policy outlines how the department collects, uses, discloses, and manages personal information across its diverse functions and services.

Personal Information

Personal Information is information about you, whether fact or opinion, from which your identity could be reasonably ascertained. The amount and type of your personal information collected depends on the reasons you are engaging with the department.

Collection of Personal Information

The information collected by the department covers a wide range of activities, including the management of public land, agriculture, use of earth and water resources, fire prevention, management of the state's parks and reserves, energy and climate action.

The department collects personal information only when it is necessary to perform its functions or deliver its services.

Wherever possible, information is collected from you directly. In situations when it is permitted by law or not practical to collect information directly from you, the department may collect information from other organisations or public sources.

When we collect your personal information, we will explain why we are collecting it, who may access it, and what may happen if you choose not to provide it, such as limiting the department's ability to deliver certain services or respond to your enquiry.

Our aim is to collect personal information lawfully, fairly and without undue intrusion.

If the department needs to collect sensitive information about you, your consent will be sought.

Use and Disclosure of Personal Information

The department uses personal information only for the purpose for which it was collected or a related purpose you would reasonably expect (in the case of sensitive information, it must be a directly related purpose) unless you have consented to another specific use. In some circumstances, the department is required or authorised by law to release information to other government agencies, law enforcement bodies or to prevent serious and imminent threat to an individual's life, health, safety or welfare.

Your contact details may be used by the department or its contracted service providers, bound by confidentiality agreements, to survey you about your experience with the department.

Data Quality

Wherever possible, the department will seek to ensure that the personal information it collects, uses or discloses is accurate, complete and up to date. In many instances, the department relies on you to provide accurate and complete information and to advise the department if your circumstances change.

Data Security

The department seeks to protect your personal information from misuse, loss, unauthorised access, modification or disclosure. The department securely destroys or de-identifies personal information when it is no longer needed for any purpose. Where personal information is provided to a contracted third party for the performance of a departmental service, that party is bound by contract to ensure the information is treated with the same level of privacy protection as it would be afforded in the department.

Use of Artificial Intelligence and Automated Decision-Making

The department may use artificial intelligence (AI) tools to support or improve service delivery, communication, or internal operations. Where personal information is processed using AI systems, the use of such systems is subject to applicable Victorian Government requirements and relevant department policies.

For more information on whole of Government guidance on AI use, refer to the [Administrative Guideline for the Safe and Responsible Use of Generative AI in the Victorian Public Sector](#) and the [Guidance for the Safe and Responsible Use of Generative AI in the VPS](#).

Service Providers and Data Sharing

The department may engage service providers to deliver certain functions or services on its behalf. These service providers may access or handle personal information only for the same purpose for which it was collected or for a related purpose you would reasonably expect. All service providers engaged by the department are bound by contracts that require them to protect personal information and comply with the department privacy, confidentiality, information and records management, and data protection standards.

Interstate Transfer of Information

The department only transfers personal information outside the state of Victoria when necessary for its functions or as required by law. Where information is transferred to another jurisdiction or shared with an interstate service provider, the department takes reasonable steps to ensure that appropriate contractual and privacy safeguards are in place to protect the information, including consideration of the privacy laws or protections that apply in the receiving jurisdiction.

Access and Correction

You have the right to access and correct your personal information held by the department. Most requests will be managed under the [Freedom of Information Act 1982 \(Vic\)](#). Access to

this information will be provided unless an exemption applies, such as where disclosure would impact another person's privacy. Simple requests for your own information that are easy to locate may be handled informally.

Where other legislation sets out how access or changes to personal information should be made, that process will be followed.

If you wish to gain access to or correct your personal information you can contact the Information Access Unit at foi.unit@deeca.vic.gov.au.

Unique Identifiers

A unique identifier is a code consisting of alphabet characters and numerals (not a person's name) which is applied to an individual and distinguishes them from other individuals, for example a driver's licence number.

The department does not assign, use or disclose unique identifiers to individuals unless it is necessary to carry out one of its organisational functions efficiently and does not use as its own identifier any identifier that has been assigned by another organisation for another purpose.

Anonymity

Wherever it is practicable and lawful, the department seeks to allow you to interact anonymously with the department.

Complaint and Data Breach

If you think the department has mishandled your personal information or breached your privacy, you can make a complaint by contacting the Information Access Unit (IAU) at privacy@deeca.vic.gov.au.

The department takes all privacy complaints seriously and investigates them in accordance with its legislative obligations and internal procedures.

If your complaint cannot be resolved by the department, you may contact the [Office of the Victorian Information Commissioner \(OVIC\)](#) for independent review.

If personal information is involved in a data breach, the department will assess the incident and notify affected individuals where there is a likely risk of harm or where notification would help them manage potential impacts.

Website and Online Interactions

The department maintains a separate [Website Privacy Statement](#) that outlines how information is collected when you visit our websites, including the use of cookies, IP address collection, and web analytics.

Please refer to this statement for more information on how the department handles personal information online.

Policy Review and Updates

The department will review this Policy at least annually, or earlier if required due to legislative, technological, or operational changes. The most current version will be available on the department website.

Last reviewed: June 2026

Next scheduled review: July 2027