

## Email – Enquiries for the Valuation Services Client Portal - Personal Information Collection Notice

The Western Australian Land Information Authority, trading as Landgate, collects personal information where required by law or to provide services to you. In addition to our [Privacy Policy](#), this notice provides further details about the collection of your personal information via the collection method identified above.

### Collecting personal information

Landgate collects personal information to help carry out its functions, including those of the Valuer-General. The Valuer-General is WA's statutory officer responsible for overseeing the valuation of land across the state.

We collect your personal information when you email [newvaluationsystem@landgate.wa.gov.au](mailto:newvaluationsystem@landgate.wa.gov.au) to assist with your enquiry on accessing or using the Valuation Services Client Portal.

### Authority to collect personal information

Under the [Valuation of Land Act 1978](#) (VLA), the Valuer-General undertakes general valuations of ratable land and provides valuations and advice to state government.

To fulfil statutory responsibilities, the Valuer-General may require information, evidence and documents to determine the ownership or valuation of land.

### Choosing not to provide personal information

By emailing us, you provide your email address and any other personal information contained in your message, which we collect and handle in accordance with our privacy obligations.

Section 11 and 12 of the VLA provide the Valuer-General power to obtain information for the purposes of determining ownership or value of any land and it is an offence to refuse to comply or to provide false information.

### Disclosing personal information

In some circumstances, Landgate may share personal information with other organisations where this is permitted by law or necessary to deliver services. This may include trusted service providers, research providers who help us improve customer experience, or relevant government agencies and industry bodies involved in land transactions. Refer to our Privacy Policy for more information.

### Accessing and correcting personal information

Our Privacy Policy contains information about how you may access and correct your personal information held by Landgate.

## Privacy complaints and questions

Our Privacy Policy outlines how you can lodge a complaint regarding any suspected mishandling of your personal information and how Landgate manages and responds to such complaints.

To contact Landgate about a privacy-related matter, including questions about this collection notice, please contact our Privacy Officer:

- Visit Landgate's website and use the [feedback form](#) (select the 'Privacy and your personal information' feedback category).
- Email: [privacy@landgate.wa.gov.au](mailto:privacy@landgate.wa.gov.au).
- Post: Privacy Officer, Landgate, PO BOX 2222, Midland WA 6936.