



Economic Regulation Authority

Privacy Policy

December 2025

Acknowledgement of Country

At the ERA we value our cultural diversity and respect the traditional custodians of the land and waters on which we live and work.

We acknowledge their continuing connection to culture and community, their traditions and stories. We commit to listening, continuously improving our performance and building a brighter future together.

Economic Regulation Authority

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This document can also be made available in alternative formats on request.

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1. Introduction

The Economic Regulation Authority is Western Australia's independent economic regulator. Our main functions include:

- Regulating access to networks in the gas, electricity and rail industries.
- In wholesale electricity and gas markets, monitoring participant behaviour, and investigating and enforcing compliance with the rules of the markets.
- Licensing providers of gas, electricity, and water services.
- Protecting electricity, gas and water consumers by approving standard form contracts and financial hardship policies, and overseeing, reviewing, and amending various codes of conduct and other consumer protection requirements.
- Conducting public inquiries into matters referred to us by the Treasurer.

This policy applies to personal information collected by the ERA for the purpose of undertaking our functions.

Information collected through the AES registration portal will be covered by an Alternative Electricity Services (AES) Registration Privacy Policy (under development).

We follow the principles of the *Commonwealth Privacy Act 1988* and are open and transparent in the way we collect, manage and protect personal information.

2. Collection of personal information

We collect personal information when necessary to perform our regulatory functions or when information is provided voluntarily by an individual. We follow the definition of personal information in the *Commonwealth Privacy Act 1988*,¹ which includes information or an opinion that can identify you, such as your name, address and contact information.

Generally, we will ask you to provide your name and contact details if you:

- make a submission
- make an enquiry or provide us with feedback
- contact us to make a complaint
- attend an ERA event
- subscribe to our email notifications.

If you prefer not to share your personal information, you may contact us anonymously or use a pseudonym. Please note that if you would like a response you will need to provide us with a way to contact you, such as an email address.

If we have invited submissions within a consultation process, we do not encourage, and may not be able to accept, anonymous submissions.

2.1 Using our website

The ERA's website collects information about your visit for statistical purposes, including:

- your server address
- your top-level domain name (for example, .com, .gov, .au, .uk etc.)
- the date and time of the visit to the site
- the pages accessed and documents downloaded
- the previous site visited
- the type of browser used
- the type of devices and operating system used.

The purpose of recording this information is to provide a means for us to analyse use of our website so that the site may be tailored to better meet the needs of users.

¹ **personal information** means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- (a) whether the information or opinion is true or not; and
- (b) whether the information or opinion is recorded in a material form or not.

No attempt will be made to identify you or your browsing activities except in the unlikely event that a law enforcement agency may exercise a warrant to inspect our logs.

Use of cookies

When you visit the ERA website, some statistical information is collected about how you interact with the website (e.g. when you visited, what you do on the site and whether you complete any transactions on the website).

We use 'cookies' to collect this type of information. A cookie is a small block of data that is shared between a web server and your computer's browser.

If you do not want cookies to be placed on your computer, you can disable them using your web browser. If you opt out of using cookies, some of the features on the website may not function fully and your ability to browse, read and download information may be impaired.

Collection by third parties

We use tools to gather information about visitors to our website and to help us improve our website and deliver services. We use [Google Analytics](#) (a web analytics service that we use to collect data about how you use our site and services). We only collect anonymous information. No identifiable personal data is collected.

3. Disclosure of personal information

We will only use and disclose personal information for the primary purpose for which it was collected. For example, we may use your personal information to contact you to discuss your questions or submission or to send you notifications.

If you make a submission, unless you make a [claim for confidentiality](#), we will publish your name with your submission. All other personal information in the submission will be redacted.

We may also use or disclose your personal information for another purpose where permitted under relevant privacy legislation. For example, you may have consented or it is required or authorised by or under a Western Australian or Australian law (including the *Freedom of Information Act 1992*) or a court/tribunal order.

The ERA will not disclose personal information to any third party without the user's explicit consent, except if required to perform our functions and enabled by law or other regulation. For example, we may be required to disclose personal information to consultants providing advice to us.

We do not use personal information held for any automated decision-making processes. If we use personal information in the course of our regulatory functions, we will publish it in a de-identified summary form.

We do not transfer or store personal information outside Australia.

We store and securely protect all information we collect as per WA government guidelines, including the *State Records Act 2000*, the WA Government Cyber Security Policy and the WA Government Information Classification Policy. Staff only access personal information when required for their work. The *Economic Regulation Authority Act 2003* includes a general obligation for all our staff to keep information obtained at work confidential, with legal consequences (a fine or imprisonment) should confidential information not be protected.

The retention and destruction of records of personal information held by the Western Australian Government is governed by the *State Records Act 2000* and supporting policies and procedures. We take reasonable steps to destroy or de-identify all personal information that is no longer required to be retained.

4. Amending personal information

An individual has the right to amend personal information held by the ERA as provided by the *Freedom of Information Act 1992*. Please see our [Freedom of Information Statement](#) for instructions on how to amend personal information held by the ERA.

5. Contact details

For more information about how your personal information is handled, to provide feedback, including to make a complaint, or to request access to your personal information, please contact the ERA's Privacy Officer on info@erawa.com.au or phone 08 6557 7900.