



G.12 Personal Information Privacy Policy



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1 OBJECTIVE

Quilpie Shire Council (Council) collects and manages personal information in the course of performing its activities, functions and duties. Council respects the privacy of the personal information that it holds.

The way in which Council manages the personal information that it holds is governed by the *Information Privacy Act 2009 (Qld)* (The IP Act).

This policy provides an overview of the Council's approach in managing personal information in accordance with the requirements of the IP Act.

2 SCOPE

The IP Act establishes a personal information privacy framework (under the Information Privacy Principles (IPPs)) and a personal information access and amendment regime which is separate from the *Right to Information Act 2009* (Qld).

This policy applies to personal information held by Council. The policy sets out the Council's approach to dealing with the personal information that it holds.

3 STATEMENT

3.1 POLICY COMMITMENT

Council is committed to protecting the personal information that it holds in accordance with the requirements of the IP Act. As part of this, Council will comply with the IPPs contained in the IP Act, namely:

- IPP 1: Collection of Personal Information (lawful and fair);
- IPP 2: Collection of Personal Information (requested from an individual);
- IPP 3: Collection of Personal Information (relevance);
- IPP 4: Storage and Security of Personal Information;
- IPP 5: Providing Information about Documents Containing Personal Information;
- IPP 6: Access to Documents Containing Personal Information;
- IPP 7: Amendment of Documents Containing Personal Information;
- IPP 8: Checking of Accuracy of Personal Information before use by Council;
- IPP 9: Use of Personal Information only for Relevant Purpose;
- IPP 10: Limits on Use of Personal Information; and
- IPP 11: Limits on Disclosure.

3.2 ANONYMITY

Council will, wherever it is lawful and practicable, offer individuals the option of not identifying themselves when entering into transactions with the Council.

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3.3 PERSONAL INFORMATION

Council collects personal information so that it can properly carry out its functions, powers and operations. This means that Council collects personal information for a range of purposes including:

- To review and consider any applications or submissions submitted to the Council (for example, development and building applications, applications for housing);
- To process any Council-related payments or transactions made with the Council (for example, payment of Council rates);
- To carry out any Council inspections (for example building inspections and food or health inspections);
- To inform members of the public of Council and local news and developments or to notify members of the community about Council-related developments or events where members of the community have requested to be notified (for example Council email notifications or newsletters);
- To enable the Council to respond to complaints and concerns raised by members of the public;
- To answer any search requests submitted by a member of the public for publicly available information (for example property related searches);
- To register pets;
- To respond to any communications and correspondence from members of the public (which includes answering any queries and dealing with any feedback or complaints);
- For Council employees or persons who have applied for employment at Council – to process employment applications, and to process any employment related tasks at any time (for example to verify employment related matters and information, grant building and IT access, to manage salary arrangements) and generally to facilitate and enable the employment, development and management of employees and staff in an appropriate and efficient manner;
- To maintain any Council information databases, records or registers including those that are required under Federal or State legislation to be maintained;
- To administer and enforce any legislation which Council is required to administer and enforce; or
- To otherwise perform Council functions, duties and activities. This includes but is not limited to any statutory duties Council has including those to other government bodies.

Council collects personal information for these purposes in a number of ways including when people contact Council directly by writing a letter, by telephone, email, internet or other form of electronic communications. When people visit and / or communicate with Council through our websites (for example through an online enquiry form) or social media sites or when people participate in a competition or promotion run by Council, personal information may also be collected.

This means that the Council may collect a range of personal information including;

- Names;

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- Residential and postal addresses;
- Dates of birth and gender;
- Contact details including email addresses and telephone numbers;
- Photos and video images (for example from security cameras or images taken at Council events); and
- Employment related personal information including personnel files.

3.4 COMPLAINTS

If a member of the public is not satisfied with the manner in which Council has dealt with their personal information or handled their request for access / amendment to their personal information, they may lodge a formal complaint under Council's Administrative Action Complaints Policy, a copy of which can be found on the Council's website.

4 DEFINITIONS

<u>Access</u>	Access means providing an individual with personal information about himself or herself that is held by the Council. This may include allowing that individual to inspect personal information or to obtain a copy of the personal information.
<u>Collection</u>	Gathering, acquiring or obtaining personal information from any source and by any means, including information that the Council has come across by accident or has not asked for.
<u>CEO</u>	Chief Executive Officer of the Council.
<u>Council</u>	Quilpie Shire Council.
<u>Council Officer</u>	A permanent, temporary or casual employee or contractor engaged by Council.
<u>Personal Information</u>	Information or an opinion, including information or an opinion forming part of a database, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

5 HUMAN RIGHTS COMPATIBILITY STATEMENT

This Policy has been assessed as compatible with the Human Rights protected under the Human Rights Act 2019.

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6 RELATED POLICIES | LEGISLATION | OTHER DOCUMENTS

Information Privacy Act 2009

Information Privacy Regulation 2009

Right to Information Act 2009

IX #	Details

7 VERSION CONTROL

V1	12-Jan-16	Developed and adopted
V2	10-Jun-16	Reviewed and adopted
V3	13-Apr-18	Reviewed – no changes
V4	11-Sep-20	Reviewed and adopted
V5	11-Jun-24	Reviewed and adopted

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