

PRIVACY STATEMENT

Council collects and manages personal information while performing its activities, functions, and duties. We respect your privacy as an individual and personal information held by us.

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

What is personal information?

Personal information is information or 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.

Information we may collect

When collecting your personal information, we will:

- tell you for what purpose we will be collecting the information (i.e. if authorised or required by legislation).
- tell you what information is necessary to access Council's products and services, including payments and transactions.
- tell you when the information needs to be passed on to third parties to Council (i.e. its contractors and agents).
- not ask for or collect any sensitive information about you unless it is necessary.

The **types of personal information** we may collect include:

- name;
- residential address;
- contact details (postal address, telephone numbers, email address);
- date of birth;
- digital media (e.g. photographs, video and audio recordings);
- payment information such as bank account or credit card details;
- details of your eligibility for services/functions (e.g., Blue Card, medical history)
- information relation to potential employment with Council such as educational qualifications, previous work history)
- if you are a Council employee, information about your employment with Council (training records, vaccination status, complaints, performance appraisals) your Council employee file.

We **collect your personal information** in several ways:

- Directly from you in either verbally, in writing or electronic form;
- When you visit Council websites;
- From publicly available sources of information;
- From third parties e.g.:
 - if you are a minor, your parent/guardian;
 - other Government departments and bodies;

Using and disclosing your personal information

Any personal information you provide to Council will only be used for the purpose for which it was provided and for related, internal Council processes.

We do not share your personal information with other government agencies, organisations or anyone else unless one of the following applies:

- you have consented;
- you'd expect us to, or we have told you we will;
- it is required or authorised by law;
- it will prevent or lessen a serious and imminent threat to somebody's life or health;
- the disclosure is reasonably necessary for law enforcement, or for the protection of public revenue.

We may, in carrying out Council's functions, duties and activities disclose your personal information to:

- Council's related entities which are controlled by Council;
- bodies to which we are authorised or required by law to disclose e.g. law enforcement agencies, the Courts, various Federal and State departments, public sector bodies and government agencies;
- to our professional advisers, contractors or service providers who we have engaged or appointed to carry out, or advise us on, Council's functions, duties or activities;
- any specific parties which we have advised you of at the time the relevant personal information is collected.

The above entities may in turn disclose the personal information Council provides them to third parties to which they are authorised or required by law to disclose such information.

We will take reasonable steps to ensure any third party we disclose your personal information is bound by the Information Privacy Principles of the Act, as if they were Council.

Security of personal information

Council stores personal information collected in secure locations and systems. We take precautions to protect your personal information against loss, and unauthorised access, use, modification, disclosure or other forms of misuse.

Some examples of the safeguards Council use to protect your personal information include:

- password protection and multi-factor authentication on Council devices;
- restricted access to Council offices, computer server rooms and facilities;
- Council policies on access, storage and use of information;
- Encryption, antivirus malicious software detection and regular back up of Council databases and information shares.

Council also complies with requirements of the *Public Records Act 2002* and related legislation and codes.

Access to your personal information

You can apply for access to documents held by the Council containing your personal information, via Council's Administrative Access Scheme or a formal Information Privacy Access Application under the Act, however in some instances, we may not be able to provide you with the information you request. The Act may require you to put the request in writing and provide evidence of your identity.

Complaints

If you have a complaint about how we have handled your personal information, or you believe Council has breached your privacy, please provide details in writing to complaints@bundaberg.qld.gov.au for further assessment in accordance with Council's Complaints Management Policy.

Council will:

- acknowledge receipt of your complaint within 5 business days; and
- provide an outcome following a review or investigation within 45 business days.

Further information contact:

Department: Governance & Legal Services – RTI & Privacy
Email: RTI@bundaberg.qld.gov.au
Address: PO Box 3130, Bundaberg QLD 4670
Phone: 1300 883 699