

Document Control		
Policy Title:	Queensland Privacy Principles (QPP) Privacy Policy	Policy Type: Council
Responsible Directorate:	Corporate Services	Doc Id No: 3030924
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Version ¹	Council/Executive Meeting Date (Date of Adoption/Endorsement)	Minute Number
V1	18/06/2025	M7/6/2025

1. Purpose and Scope

This policy outlines how Gympie Regional Council manages personal information in accordance with the *Information Privacy Act 2009* (Qld) (IP Act), the *Right to Information Act 2009* (Qld) (RTI Act), and the amendments introduced by the *Information Privacy and Other Legislation Amendment Act 2023* (IPOLA).

The policy applies to all employees, elected officials, and contractors of Gympie Regional Council, covering the personal information we handle in performing our statutory functions as defined by the IP Act and the RTI Act. However, certain functions, such as quasi-judicial activities, are excluded from the Queensland Privacy Principles (QPPs) obligations due to specific exclusions in the IP Act.

2. Related Legislation/Documents

Information Privacy Act 2009 (Qld)

Right to Information Act 2009 (Qld)

Information Privacy and Other Legislation Amendment Act 2023 (IPOLA)

Queensland Privacy Principles

¹ The Version Number is direct from the Corporate Records Management System

3. Definitions

To assist in interpretation of this policy the following definitions apply:

- Data breach or eligible data breach – A data breach of an agency means either of the following in relation to information held by the agency:
 - a) unauthorised access to, or unauthorized disclosure of, the information
 - b) the loss of the information in circumstances where unauthorised access to, or unauthorized disclosure of the information is likely to occur.

An 'eligible data breach' under the MNDB scheme, the following conditions must be met:

1. There is unauthorised access to, or unauthorised disclosure of, personal information held by the agency, or there is a loss of personal information held by the agency in circumstances where unauthorised access to, or unauthorised disclosure of, the information is likely to occur.
 2. The unauthorised access or disclosure of the information is likely to result in serious harm to an individual.
- Personal Information – information or opinion that reasonably identifies an individual, whether the information or opinion is true or recorded in a material form.
 - Sensitive Information – information or opinion about an individual such as:
 - Racial or ethnic origin
 - Political opinions
 - Religious beliefs or affiliations
 - Sexual orientation or practices
 - Criminal record
 - Health information
 - Genetic
 - IPOLA – *Information Privacy and Other Legislation Act 2023*

4. Policy Statement

Gympie Regional Council is committed to protecting the privacy of individuals and ensuring that personal and sensitive information is handled in accordance with the Queensland Privacy Principles (QPPs)

4.1 Collection and Use of Personal and or Sensitive Information

Gympie Regional Council collect and use personal and or sensitive information to fulfill our statutory functions, including:

- Providing local government services and infrastructure.
- Managing community programs and initiatives.
- Handling inquiries, complaints, and feedback from residents.

- a) Types of personal and/or sensitive information collected
 - Contact details (name, address, phone number, email address)
 - Demographic information (age, gender, occupation)
 - Financial information (bank details, payment history)
 - Health information (medical conditions, disabilities)
 - Other information relevant to the services provided by Gympie Regional Council.
- b) How information is collected
 - Online forms and surveys
 - In-person interactions
 - Telephone and email communication
 - Public records and databases
- c) Use and disclosure of personal information:

Personal information is used and disclosed for purposes related to the functions and activities of Gympie Regional Council, including:

 - Providing services and support to the community
 - Managing and administering programs and initiatives
 - Conducting research and analysis to improve services.

4.2 Secure storage of personal and sensitive information

Gympie Regional Council takes all reasonable steps to ensure personal and sensitive information is protected from misuse, loss, unauthorised access, modification or disclosure. This includes implementing physical, technical and administrative security measures, such as:

- Access control – personal and sensitive information is stored in secure systems with access restricted to authorised personnel only.
- Physical security – physical records containing personal and sensitive information are stored in secure areas with restricted access. Office storage areas are equipped with security measures such as alarms and surveillance cameras.
- Data encryption – personal and sensitive information stored electronically will be encrypted to protect against unauthorised access and disclosure.
- Regular Audits and assessments will be conducted to ensure compliance with ongoing security policies and enable identification of any potential vulnerabilities
- Training and awareness – all employees, contractors and agents will receive training on secure storage practices and importance of protecting personal and sensitive information.

4.3 Data Breach Notification

In the event of a data breach Gympie Regional Council will follow the Data Breach Response Plan created in line with the Data Breach Policy and IPOLA amendments.

4.4 Rights and Responsibilities of Individuals

Individuals have the right to:

- Access their personal information held by Gympie Regional Council.
- Request corrections to their personal information.
- Lodge a complaint if they believe their privacy has been breached or if they hold any concerns in relation to the organisations handling of their personal information
- Be informed when their personal and/or sensitive information is being collected, as well as the purpose of the collection and how this information will be used.

Individuals also have the responsibility to:

- Provide accurate and complete information when interacting with Gympie Regional Council
- Ensure your records are correct and promptly report any changes to their personal information
- Understand Gympie Regional Council privacy policies and practices
- Respect the confidentiality of information held by Gympie Regional Council

4.5 Exclusions

Certain functions of Gympie Regional Council, such as administrative tribunals and regulatory bodies as quasi-judicial functions, are excluded from the QPP obligations because they involve decision making processes under a different set of privacy considerations and protections.

4.6 Complaints Handling

If an individual believes that their privacy has been breached, they can lodge a complaint with Gympie Regional Council, by submitting the complaint in writing to:

Email: council@gympie.qld.gov.au

Post: Attention: Privacy Officer

PO Box 155

Gympie Qld 4570

The complaint will be dealt with under the Gympie Regional Council Complaints Policy

5. Review

This policy will be reviewed when any of the following occur:

1. The related legislation/documents are amended or replaced.
2. Other circumstances as determined from time to time by a resolution of Council.
3. As initiated by the CEO or Executive Team.
4. Periodic Review – June 2029.