



INFORMATION PRIVACY STATEMENT

Adopted Date: 16 November 2010
Policy Number: GRC 047
Policy Type: Administrative
Responsible Officer: Chief Executive Officer
Department: Executive Department

Version	Decision Number or CEO Approval	Decision Date	Status / History
1	GRC 0047	16 November 2010	
2	Reviewed January 2014		Review January 2015
3	Reviewed July 2015	Reviewed July 2015	Review July 2016
4	Reviewed July 2016	Reviewed July 2016	Review July 2018
5	GRC 0047	25 July 2018	Review July 2021
6	Reviewed OM- 097/22	20 July 2022	Review July 2025

BACKGROUND:

Legislation

The *Information Privacy Act 2009* (Queensland) was enacted in June 2009, with a compliance date of July 2010 applied to Queensland local government. Goondiwindi Regional Council has undertaken to comply with this new legislation where it does not conflict with over-riding Queensland legislation such as the *Local Government Act 2009* and the *Planning Act 2016*.

Personal Information

The use of the term *personal* information in this privacy statement means any information from which your identity is apparent or can be reasonably ascertained.

Goondiwindi Regional Council does collect personal information directly from you in order to conduct business and meet its statutory and regulatory obligations. Refer to Council's Information Privacy Policy (GRC 0045) for further information.

You can ask us to correct any errors or make amendments to personal information we have about you, subject to you providing Council with evidence of identity.

We do not collect personal information about you if you are only browsing Council's website.

Contact Us

For further information about information privacy, email us at mail@grc.qld.gov.au or alternatively you may write to:

Chief Executive Officer
Goondiwindi Regional Council
LMB 7
Inglewood Qld 4387

Complaints about Information Privacy

You can lodge any privacy related complaints online by visiting Council's general complaints page, email us at mail@grc.qld.gov.au or by post to:

Chief Executive Officer
Goondiwindi Regional Council
LMB 7
Inglewood Qld 4387

Use of Council's website

When visiting Council's website, a statistical record of your visit is logged so that Council can monitor the use of this site. Further, this data is used to discover what information is most and least used to make Council's website more useful to visitors.

GRC WEBSITE - PRIVACY AND SECURITY STATEMENT:

The Queensland Government has introduced the Information Privacy Act 2009 (the Act) which applies to the Queensland public sector. The Act contains a number of privacy principles, which set out how agencies may and must handle personal information (including the collection, security, use and disclosure of such information). Personal information means any information from which your identity is apparent or can reasonably be ascertained.

We understand and appreciate that you, as a visitor and user of this website, are concerned about your privacy and the confidentiality and security of information you provide to us. Goondiwindi Regional Council has a firm commitment to privacy in accordance with the Guidelines for Federal and ACT Government World Wide Websites issued by the Australian Privacy Commissioner and the Information Privacy Principles contained in the *Information Privacy Act 2009*.

Our website collects the following information from users:

1. A record of each visit that logs the following information for statistical purposes: a visitor's IP address, the date and time of their visit, pages accessed and/or documents downloaded and the type of browser used. No attempt will be made to identify users or their browsing activities except in the unlikely event of an investigation where a law enforcement agency may exercise a warrant to inspect our service provider's logs. The information collected by our web server is analysed at the end of each quarter purely to determine our website's usage statistics.
2. Goondiwindi Regional Council retains the email addresses of people who send emails to us through our website for the purpose of sending them a response. These email addresses are stored in a secure area within our internal network

and will not be used for any other purpose nor disclosed to any third party without consent.

3. People who submit email addresses, websites or other information for registration on our website are agreeing to have them published on our website by doing so. We will, however, remove or modify any submitted email address, website URL or other supplied information on request.
4. Search terms that you enter when using our search engine are collected, but are not associated with any other information that we collect. We use these search terms to ascertain what people are looking for at our site, and to improve the services that we provide.

Links to other sites

Please note that Goondiwindi Regional Council's site contains links to a number of other websites that are included on the basis of containing content related to Goondiwindi Regional Council's operations and/or as a service to our online visitors. When a visitor clicks on a link to another site, they leave our own website and are no longer protected by our Privacy Policy.

This privacy statement is periodically reviewed in line with the ongoing development of our website and/or changes to Australian privacy laws.

Collection of personal information

Email correspondence sent to email addresses on this site, or information submitted via web forms on this site, will be treated as a public record and be retained as required by the Public Records Act 2002 and other relevant legislation.

Any personal information contained in emails or webforms will only be used for the purpose for which you provide it. Council will not add your details to a mailing list nor disclose any personal information contained in the correspondence to third parties without your prior consent, unless required to do so by law. Email messages may be monitored by our information technology staff for system trouble-shooting and maintenance purposes.

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When you access the information contained in this website, you agree to retrieve, download or print out for your personal use only, and cannot modify or copy this information without written permission from Goondiwindi Regional Council.

Disclaimer

The material on our internet site is intended for the general information of the Goondiwindi Regional Council community and visitors to the Region. The content of our website is updated regularly, but users are advised to check the currency and

validity of information with specific service areas or relevant government authority as our site content is not intended to be fully comprehensive in all instances. Goondiwindi Regional Council does not accept any liability for the information or advice (or the use of such) which is provided on this website.

(Statement displayed on GRC Website)