



INFORMATION PRIVACY POLICY

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Policy Type: Administrative

Responsible Officer: Chief Executive Officer

Department: Executive Officer

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1	GRC 0045	16 November 2010	
2		Reviewed January 2014	Review January 2015
3	Reviewed	March 2016	Review March 2019
4	Reviewed	February 2019	Review February 2022
5	Reviewed	June 2020	Review February 2024
6	Reviewed	July 2024	Review February 2028
7	Ordinary Meeting Minutes (ref: OM-053/25)	25 June 2025	Adopted by Resolution

INTENT

The purpose of this General Policy is to establish a framework for the responsible and transparent collection and handling of personal information by Goondiwindi Regional Council (Council).

SCOPE

Personal information held by Council must be responsibly and transparently collected and managed (including any transfer or sale of personal information held by Council to other agencies, other levels of Government or the private sector) in accordance with Council's adopted Queensland Privacy Principles. The key data sets are Councils Authority System, Practical, Customer Request Management System (CRM), electronic Records Management System (MAGIQ), Vendor Panel, Contracts Registers and associated documents, Geographic Information system and any information obtained through licence agreements (eg CITEC licences).

Where conflicting requirements exist, any legislative requirements will supersede compliance with this General Policy.

PROVISIONS

This General Policy should be considered in conjunction with other relevant General Policies including, but not limited to:-

- Procurement Policy
- Community Engagement Policy
- General Complaints Management Policy
- Records Management Policy

QUEENSLAND PRIVACY PRINCIPLES

Council staff must comply with the Queensland Privacy Principles, (QPP), which govern how personal information is collected, stored, accessed, used and disclosed.

The QPPs deal with the following:-

- Principle 1: Open and transparent management of personal information;
- Principle 2: Dealing anonymously with an agency;
- Principle 3: Collection of solicited information;
- Principle 4: Dealing with unsolicited personal information;
- Principle 5: Notification of the collection of personal information;
- Principle 6: Use or disclosure of personal information;
- Principle 10: Quality and accuracy of personal information;
- Principle 11: Security, deidentification and destruction of personal information;
- Principle 12: Access to personal information; and
- Principle 13: Correction of personal information

Note: QPPs 7-9 were not adopted in Queensland's Information Privacy Act. Council is not required to comply with those principles.

DEFINITION OF TERMS

Personal Information:

Personal information means information or an opinion about an identified individual or an individual who is *reasonably* identifiable from the information or opinion:

- 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

Record:

- a document; or
- a database (however kept); or
- a photograph or other pictorial representation of a person;

but does not include:

- a generally available publication; or
- anything kept in a library, art gallery or museum for the purposes of reference, study or exhibition; or
- Commonwealth records as defined by subsection 3 of the *Archives Act 1983 (Cth)*, where those records are in the open access period and not held or controlled by Council; or
- documents placed by or on behalf of a person (other than an agency) in the memorial collection not managed by local government; or
- letters or other articles in the course of postal transmission; or

- records in the custody of other entities under legislative authority and not part of Council's recordkeeping responsibilities.

POLICY

1. Goondiwindi Regional Council will only collect personal information:-
 - i.) for a lawful purpose directly related to the functions of Council;
 - ii.) it is relevant to that purpose; and
 - iii.) using means that are lawful, fair and not overly intrusive.
2. When collecting personal information, Goondiwindi Regional Council will use means appropriate in the circumstances to inform the individual giving the information of:-
 - i.) the reason the information is being collected;
 - ii.) the statutory authority (if any) for the collection; and
 - iii.) who the information is routinely disclosed to (if any).
3. Goondiwindi Regional Council will protect personal information included in a record against:-
 - i.) loss;
 - ii.) unauthorised access;
 - iii.) inappropriate use;
 - iv.) inappropriate modification; and
 - v.) inappropriate disclosure.
4. Goondiwindi Regional Council will not use personal information included in a record for a purpose that differs from the purpose for which it was collected, unless:-
 - i.) the individual the information is about has consented to the use;
 - ii.) the use is directly related to the purpose of the collection
 - iii.) the use is required or authorised by law
 - iv.) the use will prevent or lessen a serious and imminent threat to the life or health of the subject of the information or another person
5. Personal information included in a record will not be disclosed outside of Goondiwindi Regional Council, unless:-
 - i.) the individual the personal information is about has consented to the use;
 - ii.) the individual the personal information is about was made aware of the intended disclosure when the information was collected;
 - iii.) the use is required or authorised by law;
 - iv.) the use will prevent or lessen a serious and imminent threat to the life or health of the subject of the information or another person;
 - v.) the use is necessary for enforcing the law or protecting public revenue.
6. All complaints relating to possible breaches of privacy will be managed through formal procedures, as detailed in the General Complaints Process Policy.

Formal requests for access to or correction of personal information will be managed under the Rights to Information Act 2009, in accordance with Queensland Privacy Principles.

7. From 1 July 2026, Council will comply with the Mandatory Notification of Data Breach (MNDB) scheme under the Information Privacy Act 2009. If a data breach is likely to result in serious harm, affected individuals and the Office of Information Commissioner will be notified in accordance with legislative requirements.
8. This policy is to remain in force until otherwise determined by Council.
9. This policy is to be reviewed by June 2028 or sooner if required by legislative change.