Privacy policy

1. Policy statement

The Department of State Development, Infrastructure and Planning, and the Coordinator-General are strongly committed to the protection of personal information in accordance with the *Information Privacy Act 2009*, (IP Act) and its Queensland Privacy Principles (QPPs). This QPP privacy policy explains how the department fulfils its privacy obligations by being transparent about:

- the kinds of personal information the department collects and holds
- how the department collects and holds personal information
- why the department collects and holds personal information
- what the department will use personal information for
- when and why, the department will disclose personal information
- how you may complain about its handling of your personal information and how the department will deal with the complaint.

The department understands and acknowledges its obligations under the IP Act and the community's expectation that the department will respect and protect any personal information it holds.

The department collects and manages your personal information in accordance with this policy, unless otherwise stated.

2. Scope

This policy applies to all:

- department employees as defined under the *Public Sector Act 2022* (PS Act), except employees of the Office of Industrial Relations[1]
- labour hire contractors and trainees
- employees from another department or public sector entity on secondment or mobility arrangement under the PS Act

3. Definitions

Unless otherwise defined, the terms in this policy have the meaning as set out in the IP Act.

Refer to **Appendix A** for definitions of key terms referred to in this policy.

4. Privacy

The department values privacy and the protection of personal information and understands that getting privacy right is critical to delivering its functions and services. The department understands that handling personal information appropriately is vital to:

- building and maintaining trust with the community and employees, including understanding culturally diverse privacy considerations
- helping to deliver its strategic objectives.

[1] Employees of the Office of Industrial Relations (OIR) should refer to policy and procedural guidance of OIR.

5. Collection of personal information

The department collects personal information about its employees, clients, customers, contractors, applicants, recipients, suppliers, other third-party suppliers and their staff and representatives where it is required to perform its functions or part of its activities.

The department also collects and deals with personal information under legislation, including legislation it administers as part of its portfolio responsibilities.

The department may ask you to provide personal information if you wish to obtain a particular service. This may be via the telephone, through the department's website, by completing a paper form or meeting with representatives of the department face-to-face. Wherever practicable, the department will ensure that you are provided with a notice which explains how it will use the personal information its requesting and the authority to collect it.

You may also provide your personal information to the department without being asked for it, for example if you engage with the department's social media channels, or during a phone call or meeting with the department.

5.1 Sensitive information

The department may also collect sensitive information. The definition of 'sensitive information' is set out in **Appendix A**.

The department will generally only collect sensitive information directly from the you or with your consent, or otherwise consistently with its obligations under the IP Act.

The kinds of personal information (including sensitive information) the department routinely collects are set out in the table below

Department function	Kind of personal information, how and why the department collects it
Privacy Complaints and Notification of Data Breaches	The department collects and holds information about individuals who make privacy complaints to the department, which includes names, contact details, the personal information subject of the complaint and the resolution the complainant is seeking. Failure of an individual making a privacy complaint to provide this information may mean the department is unable to resolve the privacy complaint. The department holds information about data breaches notified to the Office of the Information Commissioner (OIC) voluntarily or under the mandatory data breach notification scheme. This information may include personal and sensitive information about the individuals affected.
Information and assistance	The department collects and holds personal information about people who contact the department by phone, post, or email. This information may include names, contact details, and the enquirer's circumstances which led to or are relevant to their enquiry; this can include sensitive personal information, opinions about other people, and expressions of dissatisfaction. The department may also collect and hold information about reasonable accommodations required by an enquirer.
Human Resources	The department collects and holds personal information about staff relevant to their employment at the department, including their contact details, date of birth, tax file number, qualifications, work history, required reasonable accommodations, medical and health information, entitlements, and next of kin and/or emergency contacts. The department also handles personal information in relation to complaints made by employees about other employees or as part of a workplace investigation.

Department function	Kind of personal information, how and why the department collects it
Complaints about the department	The department collects and holds personal information about people who make complaints to the department about its services, including their names, contact details, interactions with the department, expressions of dissatisfaction, investigation of the complaint and the outcome.
Recruitment and contractors	The department collects and holds personal information about people who apply for a job or are engaged to undertake work for the department. This includes names, contact details, address, application documentation, qualifications, identification information, assessments of suitability, referees and references.
Procurement and contract administration	The department collects and holds personal information about representatives of its third-party suppliers and prospective suppliers as part the administration of procurement processes and contracts. This information may include, names, contact details, address, referees and references.
Grant administration	The department collects and holds personal information about grant applicants and recipients. This information includes names, contact details, address, assessments of suitability, referees and references.
Development activities	The department collects and holds information about land holders for the purposes of providing notification of development activities that may impact them in accordance with legislative and planning requirements. This includes their names, contact details and property information.
Consultation	The department collects information from people when undertaking consultation processes in relation to a range of activities of the department using the Social Pinpoint platform. This information may include respondents name and contact details, demographic information and preferences and opinions in relation to services the department provides. Social Pinpoint's Privacy Policy can be viewed here.
Submissions and applications	The department collects personal information when you make an application or submission under planning legislation. The information required to make a proper submission or application is set out in legislation. Failure to provide the information required for a popper submission or application can impact a person's legal rights in relation to a decision made under planning legislation.
Information collected through the department's website	The department's website is hosted in Australia, and the department does not generally collect personal information about site visitors. The department's web analytics tool and Internet Service Provider record anonymous information for statistical purposes only, including: • the type of browser, computer platform and screen resolution you are using • your traffic patterns through its site such as: - date and time the site was accessed - pages you have accessed, and documents downloaded - the page you visited prior to accessing its site - the IP address of the server accessing its site Its web analytics software uses cookies when collecting this information. However, no attempt is made to identify you, or to use or disclose your personal information, except where required by law.

Department function	Kind of personal information, how and why the department collects it
	Google Analytics The department uses Google Analytics to gather statistics about how its website is accessed. Google Analytics uses cookies to gather information for the purpose of providing statistical reporting on website usage. The information generated by a cookie is transmitted to and stored by Google on servers located outside Australia. No personally identifying information is recorded or provided to Google. If you are logged in to the department's website, information about your user account is not linked to data recorded by Google Analytics and is not provided to Google. Information gathered using the Google Analytics includes: • the number of visitors to the department's website • how visitors arrive at the department's website, for example, did they type the address in directly, follow a link from another webpage, or arrive via a search engine • the number of times each page is viewed and for how long • time and date of visit • geographical location of the visitor • information about what browser was used to view the department's website and the operating system of the computer • information about whether the browser supports Java and Flash; and • the speed of the user's internet connection. You can read Google's privacy policy here.
Surveys	The department may invite its service recipients or its employees to complete voluntary survey's gauging satisfaction with its services or to obtain understanding of its employee's view of workplace matters. The department uses Survey Monkey for these purposes. If you agree to participate in its surveys, the department will collect and hold your personal information by way of Survey Monkey (including holding that information overseas, in the Republic of Ireland via Survey Monkey UC). Survey Monkey's privacy policy can be viewed here.
Mailing list subscription	The department's website subscription service is delivered by Vision6. A subscriber's email address is collected by Vision6 to deliver requested news, updates and alerts. You can read the Vision6 Privacy Policy here.
Event registration	The department collect information, including personal information such as contact information, that you provide to us when registering to attend its events.
Social media platforms	The department uses YouTube LinkedIn, Facebook and Instagram to communicate with the public about its work. When individuals communicate with the department via these social media platforms, the department collect any personal information you provide when you communicate with us. YouTube, LinkedIn, Facebook, and Instagram each have their own privacy policies.

5.2 Information the department collects from others

If you apply for a job, a grant, or participate in a procurement process with the department, the department will collect personal information about you from your referees. With your consent the department may also use a third-party service to ensure your employment, educational, identity and business records or information are valid as part of its due diligence checks.

The department may also check details about its third-party suppliers from publicly available sources, including the Australian Business Register and ASIC databases.

5.3 Links to other sites

On its website, the department may provide links to third party websites. These linked sites are not under its control, and the department cannot accept responsibility for the conduct of third parties linked to its website. Before providing your personal information via any other website, we advise you to examine the terms and conditions of using that website and its privacy policy.

5.4 Camera surveillance systems

The camera surveillance systems are in operation at the department's premises. Footage collected through these surveillance systems is used to ensure the safety and security of staff, visitors and the property and to investigate security incidents or breaches. Access to the systems is restricted to authorised personnel and the footage is stored for a period of 90 days. Signs indicating surveillance cameras are in use will be visible at locations where they are in operation.

6. How the department uses and discloses personal information

The department uses and discloses personal information for the purpose for which the personal information was collected, including:

- discharging its statutory obligations and portfolio responsibilities
- managing business processes such as recruitment and human resource administration.

The department may also use or disclose personal information for secondary or alternative purposes as permitted under the IP Act. This may include where the department is authorised or required under Australian law, with your consent, or where you would reasonably expect us to user or disclose for a related, or in the case of sensitive information, directly related secondary purpose

6.1 Disclosure outside of Australia

The department generally does not disclose information outside of Australia except where necessary to perform its functions, for example when dealing with a privacy complaint from a complainant who resides overseas.

However, there are circumstances where you may interact with the department and third parties may collect and hold or disclose your information overseas, for example:

- when you communicate with the department via social media platforms such as LinkedIn, YouTube, Facebook or Instagram, the social media provider and its partners or affiliates may collect and hold your personal information overseas.
- when you visit the department's website, Google Analytics may collect and hold your personal information overseas
- when you undertake consultation with the department using the Social Pinpoint software or website, your personal information may be disclosed overseas
- the department also uses Survey Monkey to undertake voluntary surveys from time to time, which may involve the collection and disclosure of respondents' personal information overseas.

Where the department discloses personal information overseas, this will usually occur with agreement, where the department is authorised or required to by law, or otherwise consistent with its obligations under the IP Act.

6.2 Being anonymous or using a pseudonym

You may request to deal with the department anonymously or through the use of a pseudonym, unless:

- the department is required or authorised under Australian law, a court or tribunal order, to deal with individuals who have identified themselves; or
- it is impracticable for the department to deal with individuals who have not identified themselves or who have used a pseudonym.

For example, be anonymous if the department is required to identify you by law.

If you choose deal with the department anonymously, it may affect how the department can provide you further information or investigate an issue or concern you raise. In some circumstances, it may also limit your legal rights or ability to access the department's services or programs, for example when making a submission under planning legislation.

7. Security of your personal information

The department will take reasonable steps to protect personal information from loss, unauthorised access or use, modification or disclosure. The department will take reasonable steps to ensure personal information is stored securely, not kept longer than necessary, and disposed of appropriately. The department complies with the relevant Queensland government Information Standards and security protocols to protect personal information and ensure it can only be accessed by authorised staff.

The department will also seek to dispose of or de-identify unsolicited information that you provide the department, that the department would not normally be allowed by law to collect, is not already part of the public record, and can be lawfully and reasonably done by the department.

8. Accessing or correcting your personal information

You have the right to request access to the personal information the department holds about you, and you have the right to request the correction of the personal information.

To request access to, or amendment of, your personal information, follow the process outlined on the department's website.

9. Privacy breaches and complaints

If you believe that your personal information has not been handled in accordance with the IP Act, you may contact the Privacy Officer to discuss your concerns or make a privacy complaint.

9.1 Complaint and review procedures

If you believe that the department has not dealt with your personal information in accordance with the IP Act, you may contact the Privacy Officer to discuss your concerns, or you can make a privacy complaint.

9.2 Making a privacy complaint

Generally, the department will only accept privacy complaints which are made within 12 months after you become aware of the matters you want to make a complaint about.

You can only make a privacy complain on behalf of another person if they have authorised you to do so, they are a minor / child and you are their parent or guardian or have other legal authority to act on their behalf.

Information Privacy complaints must be made in writing (which may be using the Privacy Complaint form), provide an address to which the department may respond to you, and give particulars of the act or practice you are concerned about.

Privacy complaints should be marked' Private and confidential' and forwarded to Complaints.

You may make a privacy complaint to the Office of the Information Commissioner if:

- at least 45 business days have passed since you lodged your complaint with the department; and
- you have not received a response, or you have received a response but consider it is not an adequate response.

The Information Commissioner will not deal with your complaint unless you have first made a complaint to the department.

Details about the Information Commissioner's privacy complaints process is available on the Office of the Information Commissioner website.

9.3 Contact address for privacy complaints

Online: Queensland Government portal

Email: complaints@dsdilgp.qld.gov.au

Post: Complaints

Department of State Development, Infrastructure and Planning

PO Box 15009, City East, Queensland 4002

10. Human rights compatibility

The department is committed to respecting, protecting and promoting human rights. This includes upholding its obligations under the PS Act, including to:

- ensure the public sector is responsive to the community it serves
- create a public sector that supports the government's focus to reframe its relationship with Aboriginal peoples and Torres Strait Islander Peoples
- create a public sector that ensures fairness in the employment relationship and fair treatment of employees, and
- establish a high-performing, apolitical and representative public sector.

Under the *Human Rights Act 2019* (HR Act), all public entities (including the department and its employees) have an obligation to act and make decisions in a way that is compatible with human rights and, when making a decision, to give proper consideration to human rights.

When acting or making a decision under this policy, decision-makers must comply with this obligation.

11. Responsibilities

Role	Responsibilities
Director-General (DG) (accountable officer)	• Set the ethical culture of the department including a commitment to information privacy and the QPPs. • Comply with this policy and the IP Act
Employees	• Comply with the PS Act and the Code of Conduct • Comply with the HR Act • Comply with this policy and the IP Act
Managers and supervisors	• Ensure employees under their supervision are aware of the requirements of this policy
Privacy Officer	• Provide advice and guidance relating to the application of this policy and requirements of the IP Act

12. Related documents, forms and templates

- Privacy complaints procedure
- Data Breach Policy & Response Procedure

13. References

- *Information Privacy Act 2009*
- *Right to Information Act 2009*
- *Public Sector Act 2022*
- *Industrial Relations Act 2016*
- *Human Rights Act 2019*
- *Public Records Act 2023*
- Code of Conduct for the Queensland Public Service
- ISO27001:2022 – Annex A 5.34 – Privacy and the protection of personally identifiable information.

14. Further information

For further information or clarification, please contact: the Privacy Officer (privacy@dsdilgp.qld.gov.au)

15. Storage of information

All information should be managed in accordance with the ***Public Records Act 2023,*** and the whole-of-Government Records Governance policy. In addition, personal information should be managed in accordance with the *Information Privacy Act 2009*.

16. Document control

Policy owner		Executive Director and Chief Information Officer, Information and Technology Services (ITS), Corporate		
Contact details		privacy@dsdilgp.qld.gov.au		
Next review		June 2027		
Supersedes		Information Privacy Policy v2.1. (D18/150279)		
Version	**Issue Date**	**Reason**	**Author**	**Approver**
1.0	30/06/2025	New document reflecting legislation update	Principal Information Officer (Privacy), ITS	Deputy Director-General, Corporate,

Appendix A: Definitions

The key terms referred to in this policy are as follows:

Term	Definition
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. (Section 12 of the IP Act)
Sensitive information	• **Sensitive information** for an individual, means the following: a) information or an opinion, that is also personal information, about the individual's: (i) racial or ethnic origin; or (ii) political opinions; or (iii) membership of a political association; or (iv) religious beliefs or affiliations; or (v) philosophical beliefs; or (vi) membership of a professional or trade association; or (vii) membership of a trade union; or (viii) sexual orientation or practices; or (ix) criminal record; b) health information about an individual; or c) genetic information about an individual that is not otherwise health information; or d) biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or e) biometric templates. (Schedule 5 (Dictionary) of the IP Act)