

## 1. Objective

In the course of TRC's business, there may be circumstances where TRC collects personal information and TRC's Privacy Policy has been developed to ensure that all this information is handled appropriately.

TRC is committed to complying with the *Privacy Act 1988* and the Australian Privacy Principles in relation to all personal information that it collects and this commitment is demonstrated in this Policy. The *Privacy Amendment (Enhancing Privacy Protection) Act 2012* incorporates the Australian Privacy Principles and personal information collected and held by TRC will be treated in accordance with those principles including the increased requirements that came into effect in March 2014.

This policy outlines the broad controls that TRC has adopted to govern the way it collects and uses personal information, the circumstances in which it might disclose personal information to third parties, how individuals can access their personal information held by TRC and the process for dealing with any complaints or issues regarding TRC's treatment of an individual's personal information.

TRC may make changes to this Privacy Policy as required without notice and the current version of the Privacy Policy can be found on [trc.qld.gov.au](http://trc.qld.gov.au).

TRC acknowledges that this policy relates to TRC only and that all related subsidiaries are responsible, through their respective governance structures, to maintain their individual privacy policies.

## 2. Introduction

"Personal Information" means information or an opinion, about an identified individual, or an individual who is reasonably identifiable:

- a. whether the information is true or not; and
- b. whether the information or opinion is recorded in a material form or not.

The Australian Privacy Principles (AAP) (full details can be found in Privacy Act 1988 Schedule 1) can be broadly categorised into the following groups:

1. Consideration of personal information privacy
2. Collection of personal information
3. Dealing with personal information
4. Integrity of personal information
5. Access to and correction of personal information.

## 3. Who does this policy apply to?

This Policy applies to any individuals in respect of whom TRC currently holds, or may in the future collect, personal information.

## 4. Personal information and TRC

### 4.1 Collecting your personal information

We may only collect personal information if it is necessary for one or more of our functions or activities. The way we collect personal information must be lawful, fair and not unreasonably intrusive. TRC uses only information that is collected directly from the individual, the entity that employs or engages the individual or from our service providers who have collected the information directly from the individual or entity.

The type of personal information we collect includes, but is not limited to:

1. the name and contact details of TRC conference and seminar attendees;
2. the name and contact details of individuals who seek employment with TRC including employment experience, qualifications and other information provided by applicants;
3. the name and contact details of individuals who purchase goods or services from us;
4. the name and contact details of individuals (including members) who contact TRC seeking information or assistance;
5. Credit card and bank account information for payment of invoices;
6. CCTV security footage on TRC business premises;
7. the name and contact details of individuals that are members of Reference and Advisory groups;
8. the name and contact details of individuals who represent TRC on external committees;
9. the name and contact details of individuals who access information made available by us through electronic means such as the internet;
10. the name of individuals and entities that are classified as related parties to our key management personnel (KMP);
11. the information preferences nominated by individuals and expressed to us in writing;
12. historical financial data about specific transactions entered into between individuals and TRC;
13. information relating to industrial disputes of a local government nature; and
14. information relating to salaries and human resource management consultancy services of a local government nature.

### 4.2 Collection of information on web site activity

For statistical purposes, we collect information on web site activity (such as the number of users who visit the web site, the date and time of the visits, the number of pages viewed and navigation patterns) through the use of 'cookies'. This information on its own does not identify an individual, but it does provide us with statistics that we can use to analyse and improve our web site. Cookies allow computers to identify and interact more effectively. Cookies are generated when users log onto all TRC public sites. However, TRC does not use the cookies to collect data about users. Most internet browsers are set up to accept cookies. If you do not wish to receive cookies, you may be able to change the settings of your browser to refuse all cookies or to notify you each time a cookie is sent to your computer, giving you the choice whether to accept it or not. Social plug-in tracking cookies may also be used to track both members and non-members of social networks for additional purposes such as behavioural advertising, analytics, and market research.

### 4.3 Holding your personal information

We must take reasonable steps to:

1. protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure; and

2. destroy personal information if it is no longer needed for the purpose for which it was originally obtained.

TRC uses physical and electronic security measures including restricting physical access to its offices, firewalls and secure databases to keep personal information secure. TRC also destroys or permanently de-identifies personal identification that is no longer needed for the purpose for which it was originally collected.

If TRC suspects, or has reason to believe, that there has been unauthorised access or disclosure of held personal information, we will undertake all necessary actions required by the Notifiable Breaches Scheme and our Data Breach Response Plan.

## 4.4 Using and disclosing your personal information

When personal information is collected from an individual we agree to advise;

3. the purpose for which the information is collected;
4. that the individual can get access to their personal information;
5. who the information will usually be disclosed to (if at all); and
6. the consequences for the individual if all or part of the information is not provided.

We must not use or disclose personal information about an individual for a purpose other than the primary purpose of collection unless:-

7. the individual would reasonably expect us to use or disclose the information for the other purpose and the secondary purpose relates to the primary purpose;
8. the individual has consented to the use or disclosure;
9. the use of the information is for the secondary purpose of direct marketing, and an opportunity has been provided to the individual to decline the use of the information for direct marketing purposes; or
10. it is reasonably necessary for the information to be used or disclosed in the public interest or for law enforcement or public safety purposes.

TRC monitors and records all phone calls answered by the call centre for monitoring and training purposes and does not utilise this information for any other purpose.

Why we are collecting personal information and how we plan to use it may be obvious when the information is collected. If not, we must obtain the consent of the individual before using the personal information for any purpose which is not within the reasonable expectation of the individual.

TRC retains contact details of the personnel of entities with whom it does business in a Customer Relationship Management Database (CRM). It shares contact information with its related bodies corporate for the purpose of its related bodies corporate accessing contact details of the entities with who they do business under arrangements made by TRC.

Also, TRC retains contact details of individuals who contact TRC for assistance. TRC discloses these contact details to related bodies corporate of TRC for the purpose of the related bodies corporate responding to the individual's request for assistance.

TRC does not have any business requirements relating to overseas parties and therefore is not likely to be disclosing personal information to any overseas recipient. However, this will not apply where the disclosure is:-

1. required by law;
2. reasonably necessary to assist a law enforcement agency.

## 4.5 Accessing your personal information

Any individual in respect of whom we hold personal information must be given the right to access and correct the information on request. Except in circumstances specified in APP 12.3, the individual is allowed to inspect the personal information we hold about them, take notes about the information or obtain and keep copies of the information. If we need to refuse a request either for access to personal information or the manner in which the information is being sought, the individual will be informed of this. Generally, this will only be in circumstances where providing access would be unlawful or contrary to the legislation. If an individual wants to access personal information, the request for access should be directed in writing to:

The Privacy Officer  
Tablelands Regional Council  
PO Box 573  
Atherton 4883

An administration fee may apply for the provision of information.

## 4.6 Correcting your personal information

If an individual has a requirement to correct any personal information held by TRC, the details of the requirement should be directed to:

The Privacy Officer  
Tablelands Regional Council  
PO Box 573  
Atherton 4883

All corrections will be actioned within five business days and you will receive confirmation that the correction has been completed. All correspondence will be treated confidentially.

## 4.7 Contacting us, privacy issues and complaints

If an individual has a complaint concerning personal information held by TRC, the complaint should be directed to:

The Privacy Officer  
Tablelands Regional Council  
PO Box 573  
Atherton 4883

All complaints will be reviewed by our Privacy Officer and will be responded to within five business days. You will be kept up to date with the progress of your matter and notified of any action identified to be undertaken. All complaints will be treated confidentially.