

Privacy

Council Policy - Statutory	
Corporate Plan Link:	Our Engaged Council
Policy Owner:	City Administration
Responsible Manager:	General Manager, Governance, Community Engagement and Executive Services
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Purpose

This policy outlines the City of Moreton Bay's (Council) approach to the management, access and amendment of personal information held by Council as part of Council business. It also outlines Council's privacy complaint management process.

It is a requirement under section 27 the *Information Privacy Act 2009* (Qld) (the IP Act) for Council to comply with the Queensland Privacy Principles (QPPs) and have a QPP Privacy Policy. This policy complies with those provisions of the IP Act and is Council's QPP Privacy Policy.

Statement

Council, through its Corporate Plan, is committed to providing services that deliver our community's shared vision: *Our Moreton Bay. Amazing places. Natural spaces.* This policy supports the Organisational Excellence Strategy 2042, particularly Outcome 1: Leadership and Governance - We are leaders in good governance and sustainably manage our finances and assets.

Council is responsible for collecting and managing personal information in accordance with the IP Act, including the QPPs. The QPPs set requirements on how Council collects, uses, discloses and otherwise handles personal information, and provides a right for individuals to seek access to and correction of their own personal information.

Council is strongly committed to protecting the individual's right to privacy and protecting the personal information of individuals provided to Council in conducting daily business.

Personal Information collected by Council

Council collects and holds a range of documents that contain personal information. Some examples of these documents include customer requests, complaints, correspondence, applications and invoices as well as team member records. For a non-exhaustive list of types of personal information Council collects see **Appendix 1**.

The personal information contained in these documents may include names, addresses, date of birth, videos, photographs and tax file numbers. For a non-exhaustive list of personal information included in Council records see **Appendix 2**.

In addition to the personal information of Council's customers and team members, Council may collect and hold other types of personal information, such as sensitive information.

How Council collects and holds personal information

Collection and holding of personal information

Council collects and holds personal information in accordance with the QPPs of the IP Act. Our approach to collecting personal information is that Council may:

- collect personal information where this is reasonably necessary for, or directly related to, one or more of its functions or activities;
- collect sensitive information where an individual consents, where the collection is authorised or required by law, or the collection is otherwise allowed under the IP Act;

Privacy

- use and disclose personal information for the purposes for which it was collected, or otherwise in accordance with the IP Act; and
- notify individuals of the purpose that the personal information is being collected, either at the time of collection, or as soon as practicable thereafter.

Council collects and holds personal information through a variety of ways. The ways in which Council collects and holds personal information may include, but not limited to:

- request forms, applications, notices and surveys;
- during Council's business functions (e.g. human resources management and recruitment processes);
- during correspondence and communications with individuals, including via telephone, email and in-person; and
- through access and use of Council's websites and web-based channels, including social media and surveys.

Council also collects personal information from third parties which may include, but not limited to:

- representatives who are authorised to act on your behalf; and
- other agencies, including law enforcement agencies.

Collection of such personal information from a third party may occur if an individual consents, it is required or authorised by law or a court/tribunal order, or direct collection from an individual is unreasonable or impracticable. Bound contracted service providers may also collect personal information on behalf of Council, who must do so in a manner that complies with the IP Act.

Unsolicited personal information received by Council from an individual will be assessed and handled in accordance with the IP Act.

Security of personal information

Council stores the personal information it collects in secure locations and databases protected by access controls and other security measures. Council takes reasonable steps to safeguard this personal information against loss, misuse, interference, unauthorised access, unauthorised modification or unauthorised disclosure.

Why Council collects, holds, uses and discloses personal information

Purpose of collection and holding personal information

Council collects and holds personal information to perform its functions and activities, deliver quality customer service and fulfil any legislative obligations.

When Council collects or holds personal information, Council will generally inform the individual of the purpose for collecting the information, whether the personal information is usually disclosed to another third party, the legal authority for its collection and if its collection is required or authorised by law. Council may also inform the individual of other matters specified in QPP 5 of the IP Act, where reasonable.

Purpose of using and disclosing personal information

Council may collect personal information to use it for the following purposes:

- updating customers with requested Council news and events;
- managing internal business processes (e.g. recruitment and human resources administration);
- engaging in activities required by law, including investigations, compliance action and enforcement by Council;
- processing Council-related payments or transactions (e.g. animal registrations, rates, application fees);
- conducting Council inspections (e.g. building and food or health inspections);
- registering pets with Council;
- processing and responding to correspondence, queries, and feedback related to Council;
- investigating complaints related to Council or its team members;
- providing requested information, services or products from Council;
- reporting or requests received from other agencies;
- assessing eligibility for volunteer roles and managing Council's volunteer programs;
- managing and processing applications and submissions (e.g. development and building applications, local law approval applications, development application submissions);
- conducting civic and community events (e.g. citizenship ceremonies);
- verifying information provided to Council;

Privacy

- maintaining Council databases, records or registers;
- updating Council's customer information records; and
- contacting customers about other functions and services of Council.

Otherwise, Council will generally inform the individual of the specific purpose for collecting the personal information either at the time of collection, or as soon as practicable thereafter.

Council may also use or disclose personal information for a purpose other than the original purpose for which it was collected where permitted under the IP Act.

Consequences of not collecting personal information

If Council did not collect your personal information, this may adversely affect Council's ability to meet the above purposes (or the purpose specified at collection) or fulfill a requested service.

Council will generally only collect personal information that is reasonably necessary for or directly relates to its functions or activities. If Council is not able to collect such personal information, individuals may experience a consequent impact in Council's service delivery (e.g. inability to take action).

Access and amendment of personal information

Under the *Right to Information Act 2009*, an individual has a right to request access to or amend their personal information. Applications for access to, or amendment of, personal information must be dealt with through the existing Right to Information (RTI) process.

Details of this process are available on Council's website at:
<https://www.moretonbay.qld.gov.au/Council/Governance/Right-to-Information>.

Privacy complaint process

If an individual believes that Council has not dealt with their personal information in accordance with the QPPs, they may make a complaint to Council. A privacy complaint must:

- be in writing;
- state an address or email address to which Council may respond to the complaint;
- give particulars of the act or practice the subject of the complaint;
- be made within 12 months after an individual becomes aware of the act or practice the subject of the complaint, or a longer period agreed to by Council; and
- contain details of the outcome being sought.

Privacy complaints or enquiries about privacy should be directed to the below address:

- Post: PO Box 159, Caboolture, Qld, 4510
- Email: privacy@moretonbay.qld.gov.au

If Council does not respond to the privacy complaint within 45 business days of receiving the complaint, or if you are not satisfied with Council's response in relation to your privacy complaint, you have the right to make a complaint to the Office of the Information Commissioner (OIC).

A complaint can be lodged with the OIC in one of the following ways:

- Post: PO Box 10143, Adelaide Street, Brisbane, Qld 4001
Email: administration@oic.qld.gov.au
- Online: <https://www.oic.qld.gov.au>

Disclosure of personal information overseas

Council may, on occasion, disclose personal information to overseas recipients. The situations in which we may disclose personal information overseas include:

- The online publication of materials that may contain personal information, including Council reports, submissions, documents, photographs, video and audio recordings, and posts or comments on Council's social media platforms.
- Sharing personal information with Council's bound contracted service providers who are overseas.
- Instances where persons post and comment on Council's social media platforms.

Council will generally not disclose personal information to overseas recipients unless Council is reasonably satisfied that it has met its obligations pursuant to the provisions of the IP Act. Listing every

Privacy

country to which Council may provide personal information to is not practicable as this will vary based on the specific circumstances. Where Council is disclosing personal information overseas, Council will generally inform the individual either at the time of collection, or as soon as practicable thereafter.

Application

Council-wide

Related Documents

Relevant legislation

- *Information Privacy Act 2009* (Qld)
- *Right to Information Act 2009* (Qld)

Council documents

- Employee Code of Conduct
- Corporate Compliance Policy

Definitions

Term	Definition
Bound contracted service providers	An external entity that Council has engaged, from time to time, to perform some of our functions which is bound (e.g., via a legally binding contract) to comply with Chapter 2, Parts 1 and 2 and section 41 of the IP Act.
CEO	Chief Executive Officer of Moreton Bay City Council.
Collection	To collect the information for inclusion in a document or generally available publication.
Consent	In relation to the QPPs, means the express consent or implied consent.
Council	City of Moreton Bay / Moreton Bay City Council.
Disclose	Has the same meaning as section 23 of the IP Act.
Holds	Has the same meaning as section 13 of the IP Act.
IP Act	<i>The Information Privacy Act 2009</i> (Qld).
Personal information	Has the same meaning as section 12 of the IP Act.
QPPs	The Queensland Privacy Principles that are prescribed under the IP Act which provide how Council should collect, use, store, secure, and disclose personal information.
Sensitive information	Has the same meaning as Schedule 5 of the IP Act.
Team member	All employees of Council, whether employed on a permanent, temporary, part-time, or casual basis. This definition includes volunteers and employees of businesses and entities contracted to provide services to, or on behalf of Council.
Use	Has the same meaning as in section 23 of the IP Act.

Document Control

Document History				Official Version: ECM73655359
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1.0	Council	13 August 2025	New Policy – General Meeting	71224492

Appendix 1 – Types of personal information

These below tables provide examples of the types of personal information that Council collects:

Operational documents	
• Internal and external correspondence	• Receipts and invoices
• Application forms	• Customer requests
• Telephone recordings	• Purchase orders
• Complaints	• Compliance and penalty notices
• Inspection records, including photographs	• Transaction histories

Team member records	
• Recruitment records	• Contracts and conditions of employment
• Attendance and overtime records	• Leave applications and approvals
• Medical records	• Payroll records
• Tax file number declaration forms	• Declarations of pecuniary interests
• Personal history files	• Education records
• Performance appraisals	• Personal development and training records
• Trade, skill, and aptitude tests	• Personal welfare records
• Travel documentation	• Disciplinary matter records
• Recommendations for honours and awards	

Appendix 2 – Included personal information

The below tables outline examples of the personal information included in records and documents provided to Council:

Operational documents	
<ul style="list-style-type: none"> Information about your name, date of birth, address and contact details (e.g. phone, email address) 	<ul style="list-style-type: none"> Photographs, video recordings and audio recordings of you (e.g. body worn personal recording devices, CCTV)
<ul style="list-style-type: none"> Information about your living arrangements (e.g. whether your property address is owned or leased, land record information) 	<ul style="list-style-type: none"> Your financial information (e.g. credit card information, bank account details, credit card details, details of receipts and payments)
<ul style="list-style-type: none"> Information about your personal circumstances (e.g. pensioner or concession information) 	<ul style="list-style-type: none"> Information about your animal registration and any animal compliance information
<ul style="list-style-type: none"> Information about your identity (e.g. driver's license) 	<ul style="list-style-type: none"> Information within copies of correspondence between council and you, including council records of any interactions Council has had with you

Team member records	
<ul style="list-style-type: none"> Information about your name, address, contact details (e.g. phone, email address) and nominated emergency contact details 	<ul style="list-style-type: none"> Photographs, video recordings and audio recordings of you (e.g. body worn personal recording devices, CCTV)
<ul style="list-style-type: none"> Information about your employment (e.g. work history, referee comments, remuneration) 	<ul style="list-style-type: none"> Information about your identity (e.g. date of birth, country of birth, passport details, visa details, drivers licence)
<ul style="list-style-type: none"> Information about your background, qualifications, studies and training (e.g. educational qualifications, details of your 'blue card', the languages you speak and your English proficiency) 	<ul style="list-style-type: none"> Government and Council identifiers (e.g. your Council employee ID, team member file, payroll number and your tax file number)