

Protecting your privacy

The Department of Families, Seniors, Disability Services and Child Safety (the department) collects and uses personal information as part of its day-to-day activities.

The *Information Privacy Act 2009* (IP Act) sets out how Queensland Government agencies must handle personal information.

What is personal information?

Personal information is opinion or information about an identified individual or an individual who is reasonably identifiable, whether it is true or not, and whether it is recorded in a material form or not.

Some personal information is also *sensitive information* which includes:

- information or opinion about an individual's:
 - race or ethnic origin
 - political opinions or membership of a political organisation
 - religious beliefs or affiliations
 - philosophical beliefs
 - membership of a professional or trade organisation, or a trade union
 - sexual orientation or practices
- health information
- genetic information
- some biometric information.

You may be identifiable from the information, even if your name is not mentioned.

What does this mean for you?

The department will collect and manage your personal information in accordance with the Queensland Privacy Principles (the QPPs). The QPPs deal with:

QPP1 Open and transparent management of personal information

The department must manage personal information in an open and transparent way, including publishing a privacy policy.

QPP2 Anonymity and pseudonymity

The department will allow you to interact anonymously or using a pseudonym, unless:

- it is required or authorised under a law or a court order to deal with identified individuals, or
- it would be impracticable to do so.

QPP3 Collection of solicited personal information

The department only asks for personal information that is reasonably necessary for, or directly related to, its functions and activities.

The department will only collect sensitive information with your consent or if it is authorised to do so (e.g. under a law or court order).

In addition, the department will only collect personal information by lawful and fair means.

We will collect information directly from you unless:

- you consent
- we are authorised or required to do so under a law or court order, or
- it is unreasonable or impracticable.

QPP4 Dealing with unsolicited personal information

If the department receives unsolicited personal information, we will assess whether it is information we are authorised to collect.

If it is not, we will destroy or de-identify the information, if we are authorised to do so.

QPP5 Notification of collection of personal information

When the department collects personal information, we take reasonable steps to notify you about the collection and other information including:

- the purpose of collection
- our authority to collect the information

- the main consequences if we do not collect the information
- whether we usually disclose the information, and to whom, and
- whether the recipients are overseas.

QPP6 Use or disclosure of personal information

The department only uses or discloses personal information for the purpose for which it was collected, unless one of the exceptions applies (e.g. you consent, or it is necessary for health and safety or law enforcement purposes).

QPP10 Quality of personal information

The department takes reasonable steps to ensure that the personal information we collect is accurate, up-to-date and complete.

Before we use or disclose the information, we take reasonable steps to ensure that the information is accurate, up to date, complete and relevant.

QPPs12-13 Access and amendment

You can ask for the information the department holds about you (see below).

You can also ask to have it corrected if it is not accurate, relevant, complete, or up to date, or if it is misleading.

How can you access or correct your information?

You may be able to ask for your information using one of the department's administrative access schemes, or you can apply under the *Right to Information Act 2009*.

If you believe that your information is inaccurate, out of date, incomplete, irrelevant, or misleading, you may ask the department to correct the information.

The [department's RTI page](#) tells you how to apply for or correct your personal information.

Complaints

If you believe that the department has not handled your personal information properly, you can make a privacy complaint. It must:

- be in writing
- include a return address
- give details of the complaint and the outcome you seek, and
- be made within 12 months of you becoming aware of the act or practice.

The department's Information [Privacy page](#) and [Complaints page](#) have information about how to make a privacy complaint.

Review of your complaint

If you don't receive a response within 45 business days, or you are not satisfied with the response, you can complain to the [Office of the Information Commissioner](#) (OIC).

If you are still not satisfied, you may ask the OIC to refer your complaint to the Queensland Civil and Administrative Tribunal (QCAT). There is information about that process on [the QCAT website](#).

Contact us

Information Access and Amendment Unit

Phone: 1800 809 078 or (07) 3097 5605

Email: rti@dcssds.qld.gov.au

Mail: RTI, Privacy, Records Management and Redress
Department of Families, Seniors, Disability Services & Child Safety
Locked bag 3405
Brisbane QLD 4001

Complaints Unit

Phone: 1800 080 464

Email: feedback@dcssds.qld.gov.au or use the [online form](#)

Mail: Complaints Unit
Department of Families, Seniors, Disability Services & Child Safety
Locked Bag 3405
Brisbane Qld 4001