



# Privacy Policy

1. Council's privacy policy is designed to protect your rights and govern the use of information on the Website. Council will take all reasonable and appropriate steps to protect the privacy of individuals as required by the Information Privacy Act 2009.
2. When collecting your personal information, Council will:
  - a. tell you for what purpose it will be collecting the information;
  - b. tell you what information is necessary to access the Website's products and services;
  - c. tell you when the information needs to be passed on to Council's contractors and agents who carry out activities on Council's behalf;
  - d. not ask for or collect any sensitive information about you unless it is necessary to meet legal, public interest or statistical requirements;
  - e. not pass the information on to other entities without your consent unless it is required by law or for the public interest.
3. When you provide Council with your personal information, Council will:
  - a. use the information to help you use the Website;
  - b. gather the data for analysis;
  - c. remove personally identifiable characteristics, unless you have given us specific consent to recognise your usage on an individual basis.
4. Council will not disclose your personal information to any other person or organisation unless one of the following reasons applies:
  - a. you have given us your consent to do so;
  - b. Council is required by law or authorised to do so under a law;
  - c. there are grounds to believe disclosure will prevent a threat to life or health;
  - d. that person or organisation is providing a service to Council and is required to maintain the same or similar privacy legislation principles;



- e. Council is of the opinion that it is unable to assist with your request and that another government agency or authority is more capable of assisting, or has the appropriate jurisdiction to assist with your request.
5. When handling your personal information, Council will:
- take reasonable steps to ensure that all information it collects, uses or discloses is securely stored;
  - monitor transmissions sent to or from Council for quality control and systems administration;
  - strive to protect your personal information from misuse, loss and unauthorised access; and
  - operate secure servers to minimise the risk of unauthorised use of your credit card information.
6. You can access the personal information that you give us in accordance with our obligations under the *Right to Information Act 2009 / Information Privacy Act 2009*.
7. Council will also take all reasonable steps to correct and update your personal information or remove it if it is no longer needed.
8. You can download the Information Privacy Information Amendment Application on the Queensland Government's [Right to Information](#)  
<http://www.rti.qld.gov.au/accessing-government-information/personal-information-amendment>.
9. You can download Council's Privacy Policy at <https://www.brisbane.qld.gov.au/about-council/privacy-and-legal>
10. If you think Council has breached your privacy, you may lodge a complaint with Council's Information and Privacy Officer. Council will take your complaint seriously, investigate thoroughly and provide you with a response. If you are not satisfied with Council's response, you may make a complaint to the Queensland Privacy Commissioner.