

5 quick Privacy tips for Local Government

The *Information Privacy Act 2009* (Qld) (IP Act) provides privacy protections when Queensland government agencies, including local governments collect, store, use and disclose personal information. The following tips will help you comply with your privacy obligations as a Council.

1

Know what your privacy responsibilities are

Council staff and Councillors have privacy responsibilities when they deal with ‘personal information’. Personal information is any information about an identifiable individual. Council will likely have a Privacy Officer who can advise Council about its privacy responsibilities. Alternatively, you can contact the Office of the Information Commissioner for information and advice.

2

Know when your privacy obligations apply

The privacy obligations apply to any personal information contained in a Council document. ‘Document’ is widely defined and includes paper and electronic documents, e-mails, video footage including CCTV, sound recordings and online content.

3

Publish clear privacy notices and policies

The privacy principles contain generous flexibilities when it comes to personal information flows needed for Council’s legitimate business dealings. In general, privacy breaches occur when peoples’ personal information is misused, abused or not adequately safeguarded. It is common that people have incorrect views on what is privacy – Councils can help address this by having clear and accessible privacy policies and notices.

4

Quickly respond to privacy complaints

Responding to a privacy complaint promptly, professionally and respectfully will go a long way to resolving the complaint to both Council and the complainant’s satisfaction. Complainants have the right to take their unresolved privacy complaints to the Queensland Civil and Administrative Tribunal.

5

Take care when personal information passes overseas

There are particular privacy vulnerabilities when Council-held personal information moves overseas. This can occur with the personal information posted on Council websites, blogs, social media sites or when using online software or ‘app’ services. In general, Councils have less privacy risk when they contract online services with reputable service providers that pro-actively protect the privacy of the information.

Contact us:

Enquiries: (07) 3234 7373 or enquiries@oic.qld.gov.au

Administration: 1800 642 763 or (07) 3405 1111

Web: www.oic.qld.gov.au



Office of the Information Commissioner
Queensland