OFFICE OF THE
Information
Commissioner
QUEENSLAND

Privacy online:

Review of Queensland Government privacy information

November 2026

Report No. 1 to the Queensland Legislative Assembly for 2026-2027

Acknowledgement of Country

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We acknowledge the traditional custodians of the lands on which we operate and wish to pay our respects to their Elders past and present.



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November 2026

The Honourable Patrick Weir MP
Speaker of the Legislative Assembly
Parliament House
Brisbane QLD 4000

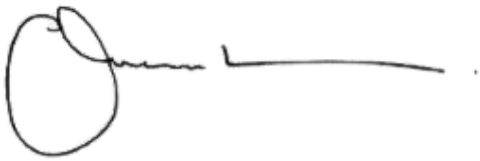
Dear Mr Speaker,

I am pleased to present a report to the Queensland Parliament titled, *Privacy online: Review of Queensland Government privacy information*, following a review under section 135 of the *Information Privacy Act 2009* (Qld).

The review examines whether agencies are publishing a privacy policy and data breach response plan on their websites and whether this information is easy for a member of the public to find and access. It also considers whether the information published is up-to-date.

In accordance with subsection 193(5) of the *Information Privacy Act 2009* (Qld), I request that the report be tabled in the Legislative Assembly.

Yours sincerely



Joanne Kummrow
Information Commissioner

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Executive summary

The *Information Privacy Act 2009* (Qld) (**IP Act**) requires that Queensland Government agencies openly communicate to the community how they collect, store and handle personal information.

In the digital age, the community should be able to quickly find clear, reliable information about their privacy rights and government agency obligations for the collection, use and handling of personal information.

When members of the public want to know how government handles their personal information, they are likely to look first at an agency's website. What they find there matters. In that moment, an agency's website does more than provide information — it shapes public confidence.

This review examines 219 Queensland Government agency websites, including departments, local governments, health and hospital services, and statutory authorities.

The focus of the review is to identify whether agencies are meeting their obligations under the IP Act by publishing the following privacy information and publications on their website:

- information about privacy, including how the agency collects, uses, stores and discloses personal information
- a privacy policy
- how a person can make a privacy complaint to the agency, and
- a data breach policy (**privacy publications**).

If privacy publications are easy to find, easy to use, up-to-date and comply with the IP Act, it is a sign that the agency is meeting its privacy obligations under the Act. When agencies meet their privacy obligations, Queenslanders can have confidence that their personal information is valued and well-protected.

Conclusions

The IP Act has been in effect for 17 years, providing agencies with a substantial period to embed privacy as a core organisational responsibility, establish appropriate governance arrangements, and publish relevant privacy information. Since 2023, agencies have also had time to prepare for the introduction of data breach obligations, including the requirement to publish a data breach policy online. In this context, any deficiencies in privacy-related publications are a matter of concern.

This website sweep found 90% of agencies publish some information about privacy, and approximately 80% publish their agency's privacy policy and privacy complaint handling. These are reasonable percentages, but there should be no gap.

For data breach notifications, only half the agencies reviewed publish their data breach policy on the agency website, as required by the IP Act.

These findings highlight the need to take a closer look at how agencies are handling and protecting personal information.

This is the first of a series of reports about personal information handling and privacy publications. Future reports will examine issues such as whether agencies have legislatively compliant privacy policies, agency arrangements for handling privacy complaints and whether agencies are ready to respond to a data breach.

Queenslanders should have confidence that if their personal information is held by a government agency, it is protected. This report commences a review program to establish if agencies are meeting their obligations under the IP Act in the collection, handling, use and protection of personal information.

For each of the key takeaways, this report includes interpretation and best practice advice provided to all agencies under section 135(1)(b)(ii) of the IP Act. The advice describes how agencies can improve their privacy administration to meet obligations in the Queensland Privacy Principles (**QPPs**) and achieve a consistently high level of privacy protection.

Implementing this advice will allow agencies to meet the reasonable expectations of all Queenslanders that their personal information is safe with government.

Key takeaways: Privacy information and policies

The review found the majority of agencies are meeting the requirements under the IP Act to publish required privacy information, such as QPP privacy policies, as shown in **Figure 1**.[1]

Ninety percent of agencies publish information about privacy online. Just under 80% publish a privacy policy. Almost all of these policies are easy to find which, for the purpose of this review, means they are visible and can be found in the agency's website footer or menus without needing to use a search engine.

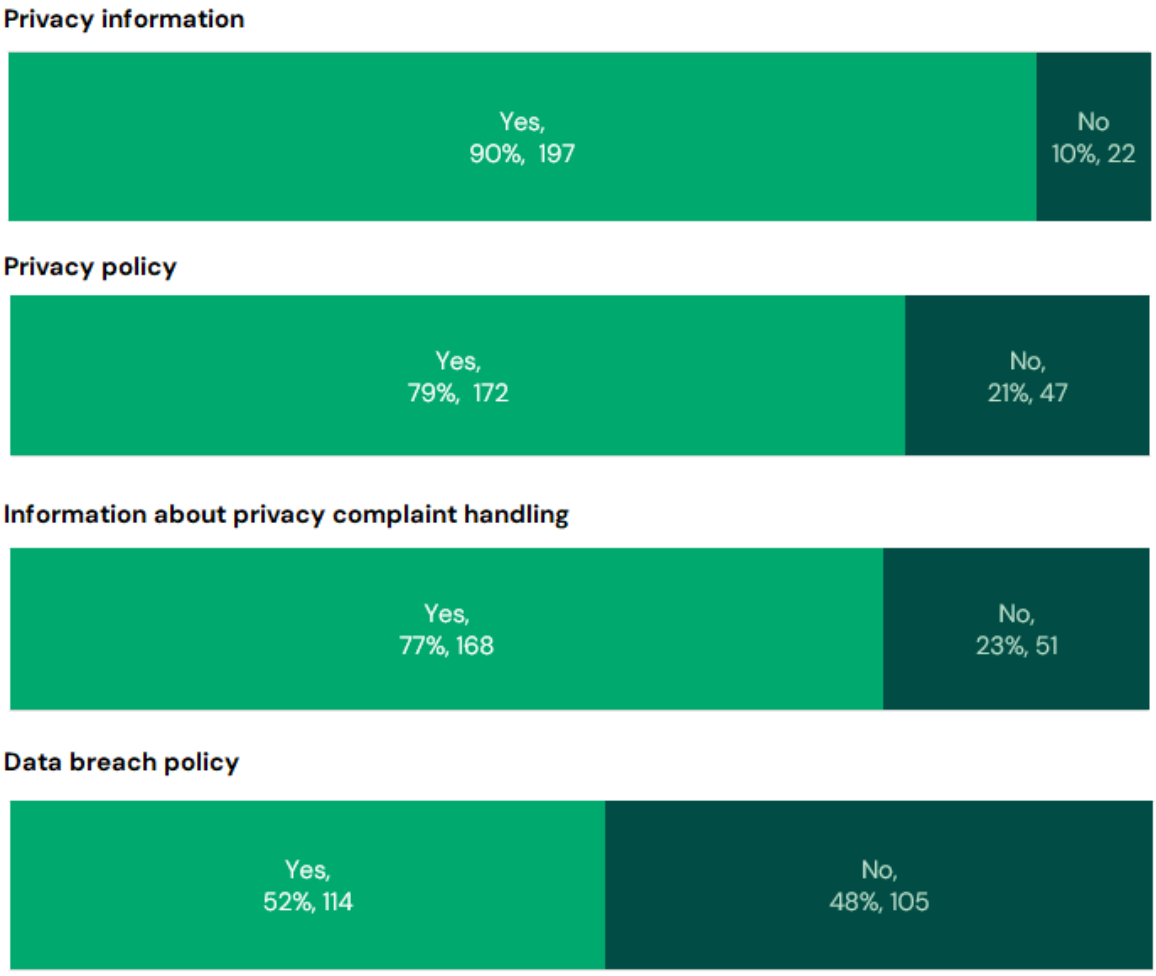
Across all sectors, regional agencies are least likely to publish a privacy policy. There are also fewer hospital and health services publishing privacy policies online, which is of concern given the sensitive personal information they hold (ie. patient health records).

[1] The 'QPP privacy policy', Queensland Privacy Principle 1 (QPP 1), IP Act. For this review, any online policy with sufficient information to be reasonably considered a 'privacy policy' was counted. This review did not assess whether each privacy policy was compliant with QPP 1 requirements for the contents of a QPP privacy policy, except to assess whether the online privacy policy was up-to-date.

Interpretation and Advice
The Information Commissioner interprets the requirements in the *Information Privacy Act 2009* (Qld) and the Queensland Privacy Principles (**QPPs**), specifically QPP 1.3 and 1.5, to mean that an agency will meet its obligations if it publishes a QPP privacy policy on its website and includes direct links to that publication in the website footer and navigation menus. Otherwise, an agency must demonstrate that in not publishing a QPP privacy policy on its website, it has taken reasonable steps to make its QPP privacy policy available free of charge and in an appropriate form (for example: where most interactions are in person, in printed form available to the public from its place of business).

Figure 1

Percentage of agencies with privacy publications on their website



Source: Office of the Information Commissioner

Key takeaways: Privacy complaints

Approximately three quarters of agencies publish accessible information about privacy complaints and how to make one to the agency.

Over a third of all agencies (74 agencies), either have no information about making a privacy complaint or have information about privacy complaints, but do not provide agency contact details for how to make a privacy complaint.

Agency 'Contact Us' or 'Feedback' webpages can be the first place people look when they want to raise an issue with an agency. Only 24 agency websites mentioned privacy complaints on their 'Contact Us' or 'Feedback' webpages.

Interpretation and Advice

The Information Commissioner interprets the requirements in the *Information Privacy Act 2009* (Qld) and the Queensland Privacy Principles (**QPPs**), specifically QPP 1.4(e), to mean that an agency is meeting its obligations if the agency:

- includes in the QPP privacy policy a section with a prominent heading including the phrase 'privacy complaint' that describes, at a minimum:
    - a general description of how to make a privacy complaint and how the agency will deal with the complaint, written in a manner understandable to the individuals the agency serves,
    - an explanation for how a privacy complaint is handled in contrast to a general complaint, and
    - one or more links to an email address, web form, or other agency contact details for a direct line of communication to make a privacy complaint; and
- includes privacy complaint links in the agency's 'Contact Us' or 'Feedback' webpages.

An agency must be able to demonstrate that it clearly explained how an individual can complain about a breach of the QPPs and how the agency will deal with the complaint.

Key takeaways: Data breach response policies

Agencies must prepare for the possibility of data breaches – to prevent them, and to be able to respond quickly and effectively to manage a data breach when it occurs.

This involves careful and thorough planning.[2] Agencies should commit to effective handling of data breaches in accordance with the IP Act, including the requirement to publish a data breach policy on their website setting out how the agency will respond and deal with a data breach.[3]

[2] Office of the Information Commissioner, *Data Breach Response Plans: Effective and responsive plans – building public confidence*, (June 2023) viewable at www.oic.qld.gov.au.
[3] Section 73, IP Act.

Only 114 of 219 agencies — just over half — publish a data breach policy online. 43% of agencies provide no information on their websites about data breaches.

Interpretation and Advice
The Information Commissioner interprets the requirements in section 73 of the *Information Privacy Act 2009* (Qld) to be unambiguous. Agencies must prepare a policy about how the agency will respond to a data breach and publish the policy on the agency's website accessible to the public. If an agency is unable to comply, it may apply for a waiver or modification of a particular obligation under section 157 of the Act.

Interpretation and Advice

The Information Commissioner provides the following interpretation and best practice advice to all agencies under section 135(1)(b)(ii) of the IP Act.

QPP 1.3 and 1.5

The Information Commissioner interprets the requirements in the *Information Privacy Act 2009* (Qld) and the Queensland Privacy Principles (**QPPs**), specifically QPP 1.3 and 1.5, to mean that an agency will meet its obligations if it publishes a QPP privacy policy on its website and includes direct links to that publication in the website footer and navigation menus.

Otherwise, an agency must demonstrate that in not publishing a QPP privacy policy on its website, it has taken reasonable steps to make its QPP privacy policy available free of charge and in an appropriate form (for example: where most interactions are in person, in printed form available to the public from its place of business).

QPP 1.4(e)

The Information Commissioner interprets the requirements in the *Information Privacy Act 2009* (Qld) and the Queensland Privacy Principles (**QPPs**), specifically QPP 1.4(e), to mean that an agency is meeting its obligations if the agency:

- includes in the QPP privacy policy a section with a prominent heading including the phrase 'privacy complaint' that describes, at a minimum:
    - a general description of how to make a privacy complaint and how the agency will deal with the complaint, written in a manner understandable to the individuals the agency serves,
    - an explanation for how a privacy complaint is handled in contrast to a general complaint, and
    - one or more links to an email address, web form, or other agency contact details for a direct line of communication to make a privacy complaint; and
- includes privacy complaint links in the agency's 'Contact Us' or 'Feedback' webpages.

An agency must be able to demonstrate that it clearly explained how an individual can complain about a breach of the QPPs and how the agency will deal with the complaint.

Section 73

The Information Commissioner interprets the requirements in section 73 of the *Information Privacy Act 2009* (Qld) to be unambiguous. Agencies must prepare a policy about how the agency will respond to a data breach and publish the policy on the agency's website accessible to the public. If an agency is unable to comply, it may apply for a waiver or modification of a particular obligation under section 157 of the Act.

Report summary

Review of privacy publications on 219 Queensland Government agency websites finds:

Privacy information

- 197 (90%) agency websites contain at least some information about privacy

Privacy policies

- 172 agency websites (79%) publish a privacy policy online and 47 (21%) do not
- of the 172 agencies with an online privacy policy, 168 (98%) are easy to find
- most online privacy policies (113, 66% of websites with a privacy policy) are on the agency's privacy webpage.

Privacy complaints

- 168 agency websites (77%) publish information about privacy complaints
- of the 168 agencies websites with information about privacy complaints, 152 (90%) make the information relatively easy to find
- only 24 websites mention privacy complaint information on their 'Contact Us' or 'Feedback' webpages
- the most common location for information about privacy complaints is the agency's privacy policy (67 agencies)
- 74 agencies have no information about privacy complaints, or publish information about privacy complaints but publish no contact details for making a privacy complaint (34% of all agencies).

Data breaches

- 114 of 219 agency websites (52%) link to an accessible data breach policy
- 94 agencies provide no information on data breaches or how they are managed (nine provide some information on data breaches but do not publish a data breach policy).

1 Background

The *Information Privacy Act 2009* (Qld) (**IP Act**) and its Queensland Privacy Principles (**QPPs**) play a vital role in safeguarding the personal information of individuals; establishing the legislative framework and rules for how Queensland Government agencies must handle personal information.

This review looks at privacy information agencies should publish online:

- general information about privacy, including how the agency collects, uses, stores and discloses personal information[4]
- a privacy policy[5]
- how a person can make a privacy complaint,[6] and
- a data breach policy about how the agency handles data breaches.[7]

Objective and forward planning

The objective of this review is to assess the extent to which Queensland Government agencies publish required information about privacy on their websites, and so demonstrate that they are meeting their privacy obligations.

The review matters not only for what it shows now, but also for the foundation it lays for future examination of agency privacy practices. As the first in a series, the review sets a baseline to measure progress, identify recurring issues and track improvement over time.

Agencies must maintain their privacy obligations as legislation, technology, service delivery and community expectations evolve. Regular reviews will build a clearer picture of privacy capability over time, identify common gaps, track improvement and support greater consistency across government. They will also strengthen public confidence that agencies take privacy obligations seriously.

Importantly, ongoing reviews move the focus from narrow compliance to broader organisational capability. They reinforce privacy as an ongoing responsibility, not just a publication requirement, and support a more comprehensive and proportionate approach to oversight across the public sector.

[4] For agencies subject to the *Financial Accountability Act 2009*, existing websites must comply with the *Consistent User Experience Standard Version 3.0*, Module 2: Checkpoint 29 – Privacy.

[5] Section 1.3, *QPP 1—open and transparent management of personal information*, IP Act, Agencies must have a clearly expressed and up-to-date policy about the agency's management of personal information. Section 1.5, *QPP 1*, Agencies must take reasonable steps to make the privacy policy available free of charge and in an appropriate form, for example, by publication on the agency's website.

[6] Section 1.4(e), *QPP 1*, Information about privacy complaints is a required inclusion in the privacy policy. Recommendation 12 of Office of the Information Commissioner, *Prioritising privacy to keep victims safe: A review of the disclosure of domestic and family violence victims' addresses to offenders by the Queensland Police Service*, (December 2025), page 62, viewable at https://www.oic.qld.gov.au.

[7] Section 73 of the IP Act requires agencies to prepare a data breach policy describing how they will respond to a data breach, published on an accessible agency website.

Handling personal information

The Information Commissioner conducted this review under section 135 of the IP Act, which provides for reviews of personal information handling practices of relevant entities, including technologies, programs, policies and procedures, to identify privacy related issues of a systemic nature generally.

The IP Act requires agencies to publish privacy information online, or make it readily available, for example through online publication:

- **Privacy policy** – QPP 1 states agencies must have a clearly expressed and up-to-date policy about the agency's management of personal information.[8] Agencies must take reasonable steps to make the privacy policy available free of charge and in an appropriate form, for example, by publishing it on the agency's website.[9] This ensures members of the public are informed about agency policy, and can engage effectively with agencies about the handling and safeguarding of their personal information.
- **Privacy complaints** - Information about privacy complaints is critical. The Information Commissioner has found agencies should clearly distinguish how to make a privacy complaint from other complaints to avoid confusion and delay. Agencies should identify and explain when a complaint may be a privacy complaint, and how to raise it with the agency.[10] Early resolution of privacy complaints provides responsive service to the community, and is efficient for agencies.
- **Data Breach Policy** – The *Information Privacy and Other Legislation Amendment Act 2023* (Qld) (**IPOLA Act**) amended the IP Act to introduce notification obligations when an agency has a data breach involving personal information, effective from 1 July 2025. Section 73 of the IP Act, as amended, now requires agencies to prepare a data breach policy describing how they will respond to a data breach. Agencies must publish the data breach policy on an accessible agency website.[11] This informs the community about what they can do if their personal information is at risk. It also provides confidence that agencies are prepared and can act quickly and effectively to resolve data breaches and minimise the harm they can cause.

Scope

A total of 219 agencies were reviewed comprising:

- 21 government departments
- 16 hospital and health services
- 97 statutory authorities, including 12 health foundations

[8] Section 1.3, *QPP 1—open and transparent management of personal information*, IP Act.
[9] Section 1.5, *QPP 1—open and transparent management of personal information*, IP Act.
[10] Recommendation 12, *Prioritising privacy to keep victims safe: A review of the disclosure of domestic and family violence victims' addresses to offenders by the Queensland Police Service*, under section 135(1) of the *Information Privacy Act 2009* (Qld), Report No. 1 to the Queensland Legislative Assembly for 2025-26, tabled December 2025.
[11] Schedule 5, Dictionary, IP Act. An 'accessible agency website' is a website that is accessible by members of the public and operated by an agency.

- 77 local governments, including 12 Aboriginal Shire Councils, 8 City Councils, 29 Regional Councils and 28 Shire Councils;[12] and
- 8 universities and TAFE.[13]

Methodology

This review focused on publication by agencies subject to the IP Act.[14] The review did not examine the content quality of the published information, which will be assessed in a subsequent review.

The Office of the Information Commissioner (**OIC**) adopted the perspective of a member of the public searching for publicly available information on each agency's website. The OIC made note of the privacy information and publications located on each website, including whether they were easy to find and up-to-date.

Information in this report is aggregated across agencies. Individual agency results are not reported.

[12] Weipa Town Authority acts as a local government but is constituted under special legislation and was not assessed as part of this review.
[13] A list of the 219 agencies included in the review is available at www.oic.qld.gov.au.
[14] Government Owned Corporations do not have obligations under the IP Act, and were not assessed in this review.

2 Privacy information and policies

2.1 At a glance



General privacy information

90% of the agency websites contain at least some privacy-related content.



Privacy policies

Approximately 80% of the agency websites publish a privacy policy online. 47 agencies (21%) have not.



Sector performance – privacy policies

On average, 82% of agencies per sector publish a privacy policy online.



Easy to find – privacy policies

Almost all published privacy policies are easy to find.



Location – privacy policies

Two-thirds of online privacy policies are located on the agency's privacy webpage.



Up-to-date – privacy policies

Nearly three-quarters of published privacy policies have been updated since 1 July 2025.

2.2 Privacy policies guide the public

Queensland Government agencies should publish information about how they safeguard and protect privacy and the personal information they hold. It is an important information service for Queenslanders and a visible commitment to transparency and establishing public trust. It is also a legislative requirement for most government agencies.

An effective, clear and well-designed privacy policy is a useful and valuable tool for the community to understand:

- what personal information the agency collects
- why it collects it
- how it uses and protects it, and
- what people can do if they want to access their information or make a complaint.[15]

[15] OIC publishes guidelines about the legislation, including QPP privacy policies, at www.oic.qld.gov.au.

The OIC examined 219 agency websites to assess whether the agency published a privacy policy (or equivalent).[16] The review also examined:

- sector performance
- if the agency published a privacy policy (or equivalent)
  - whether it was easy to find
  - its location
  - whether it was up-to-date
- if the agency did not publish a privacy policy (or equivalent), whether it published any information about privacy.

2.3 Findings

Privacy information

The majority of agencies (90%) publish some general information about privacy.

Where privacy information (policy or otherwise) is published, it is most commonly accessible through the agency's website footer (119 agencies 60%), the main menu (17 agencies 9%), or both the footer and the main menu (61 agencies 31%).

In 33 cases, the separate links to privacy through the footer and main menu took the user to different privacy content.

Agencies should ensure that multiple website access points link to the same information.

Twenty-two websites (10%) publish no privacy information.

Privacy policies

Most agencies publish a privacy policy or material equivalent to a privacy policy online.[17]

Of the 219 agency websites examined, 172 (79%) have published a privacy policy, and 47 agencies (21%) have not published a privacy policy.

Sector performance

Figure 2 shows results for published privacy policies available online per sector.

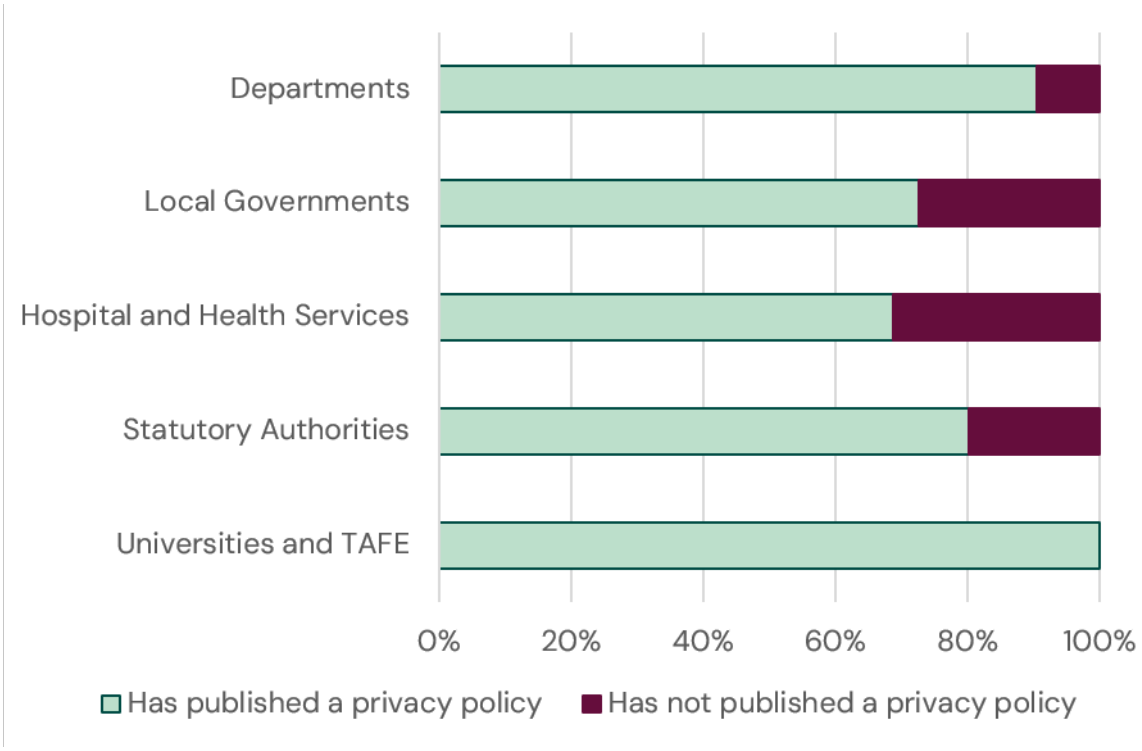
Hospital and health services collect and hold significant volumes of sensitive personal and health information. The absence of a published privacy policy on 5 of the 16 (31% of websites) hospital and health services' websites reviewed is of concern.

[16] This review counted any policy with sufficient privacy information as a 'privacy policy'. It did not assess whether published policies contained information to satisfy the IP Act requirements for a QPP privacy policy.

[17] An example of material substantially equivalent to a privacy policy would be a 'Privacy Statement' that contains information broadly consistent with the content typically included in a privacy policy and some additional information about a user's online activity.

Figure 2

Number of agencies and percentage per sector that publish a privacy policy



Source: Office of the Information Commissioner

Easy to find

Of the 172 published privacy policies identified, 168 (98%) are readily accessible. Most agencies publish their privacy policy on their privacy webpage (113 agencies, 66% of agencies with a published policy or 52% of all agencies).

Up-to-date

Of the 172 agencies with an online privacy policy, 126 agencies (58% of all agencies) are up-to-date to the extent that they:

- refer to the QPPs which superseded the Information Privacy Principles on 1 July 2025
- have been updated after 1 July 2025.

The review identifies other deficiencies indicating agencies need to review their websites for currency of their published privacy information:

- footer links to privacy information that redirects users to other agency websites or whole-of-government privacy pages rather than the agency's privacy information
- broken internal agency links
- broken links to the Office of the Information Commissioner and to Queensland legislation.

3 Privacy complaints

3.1 At a glance



Privacy complaints

Just over three quarters of agency websites publish information about privacy complaints online.



Sector performance

By sector, approximately 84% of agencies per sector publish information about how to make a privacy complaint.



Easy to find

It is easy to find information about privacy complaints on 90% of the websites which publish the information.



Location

The most common location for privacy complaint information is in the agency's privacy policy.



Contact details

Over a third of all agencies publish no contact details for making a privacy complaint.



Feedback

Only 24 agencies mention privacy complaints on their 'Contact Us' or 'Feedback' webpages.

3.2 Why privacy complaint information matters

Chapter 5 of the IP Act provides that an individual who believes an agency has not handled their personal information in accordance with the IP Act may make a privacy complaint to the agency.

When people can easily find information about how to lodge a complaint, what details to include, the expected timeframes, and what happens after submission, they are more likely to raise concerns early. Early complaints can often be resolved more efficiently and more effectively for the person affected.

Agencies can benefit from receipt of privacy complaints. Complaints can pinpoint weaknesses in information handling, enabling agencies to identify and rectify any issues with their privacy practices.

The Information Commissioner has found that agencies need to provide guidance that differentiates between privacy complaints and other types of complaints.

If privacy complaint handling is caught up in other types of complaints, there can be delay and confusion in addressing the privacy issues:

> *Significant delays in informing complainants that they can make a privacy complaint means that members of the public are less likely to make a privacy complaint due to fatigue with the system.*[18]

The OIC examined 219 government agency websites and assessed whether they mentioned privacy complaints. The review also examined:

- sector performance
- if the agency website mentioned privacy complaints
  - whether it was easy to find
  - its location
  - availability of contact details to make a privacy complaint
- whether the agency 'Contact Us' or 'Feedback' webpages mentioned privacy complaints.

3.3 Findings

Of the 219 (77%) agency websites reviewed, 168 publish information about making privacy complaints.

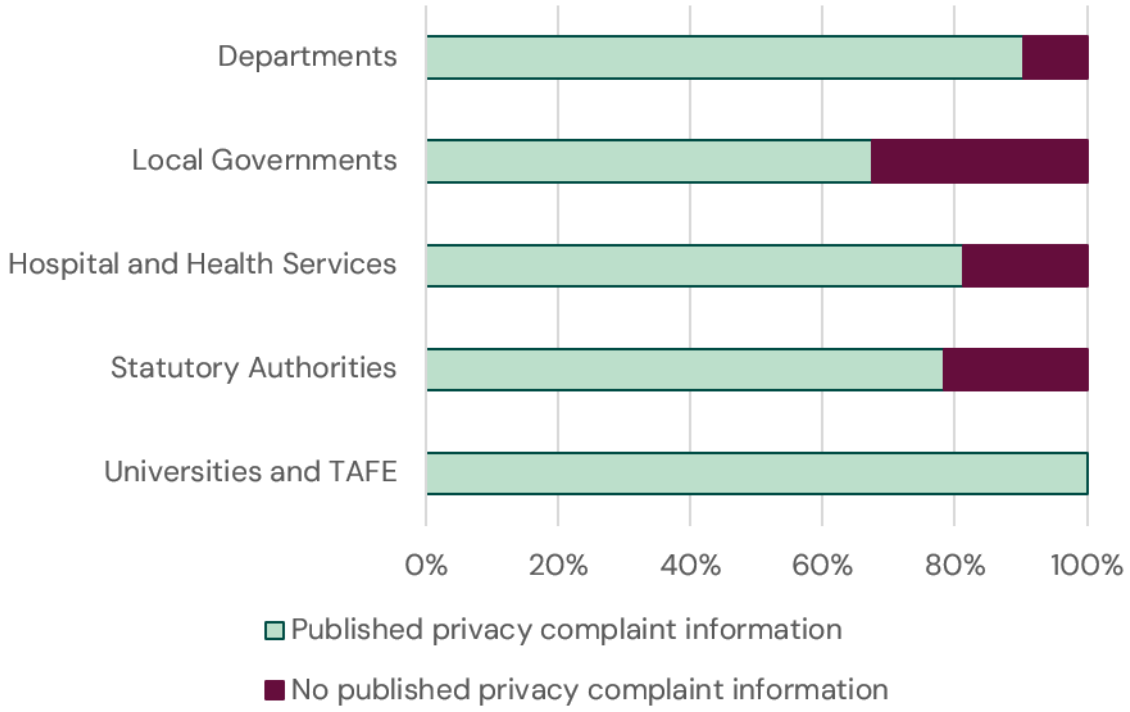
Sector performance

Figure 3 shows privacy complaint information published online by sector.

[18] *'Prioritising privacy to keep victims safe: A review of the disclosure of domestic and family violence victims' addresses to offenders by the Queensland Police Service'*, Report No. 1 to the Queensland Legislative Assembly for 2025-26, page 61.

Figure 3

Number of agencies and percentage per sector that publish privacy complaint information



Source: Office of the Information Commissioner

Easy to find

Information about privacy complaints is easy to find on 152 agency websites (90% of the 168 agency websites with information about privacy complaints). In three cases, a search engine is required to locate complaint information.

The most common location for privacy complaint information is the agency's privacy policy,[19] either solely or along with additional information on a webpage (118 agencies, 70% of websites with information about privacy complaints, 54% of all agencies).

Contact details

Contact details for making a privacy complaint to an agency should be easy to find.

Contact details are available on 145 of the 168 websites that have information about privacy complaints (86% of websites with information about privacy complaints, 66% of all agencies).

Of the 168 agencies with privacy complaint information, 23 do not have contact details readily available (14% of websites with information about privacy complaints, 11% of all agencies).

[19] Including one privacy brochure.

Added to the 51 agencies that have no privacy complaint references on their website, this equates to 74 agencies that do not give the community contact details to make a privacy complaint (34% of all agencies).

'Contact Us' and 'Feedback' webpages

This review looked at whether agencies used their general 'Contact Us' or 'Feedback' webpages to provide agency contact details for when a person wants to make a privacy complaint.

In the 2025–26 review, *Prioritising privacy to keep victims safe*,[20] the Information Commissioner found that the Queensland Police Service (**QPS**) business practices exposed domestic and family violence victim-survivors to harm through inappropriate release of personal information.

QPS focussed on the operational aspects rather than the privacy aspects of the circumstances. They might have prevented harm if they had prioritised privacy. The review recommended that QPS update the general 'QPS Feedback' webpage with information about privacy complaints and how to make them.[21]

This recommendation is relevant to all agencies. Only 24 agencies mention privacy complaints on their Contact Us' or 'Feedback' webpages (14% of websites with information about privacy complaints, 11% of all agencies).

[20] Available at http://oic.qld.gov.au.

[21] Recommendation 12 of Office of the Information Commissioner, *Prioritising privacy to keep victims safe: A review of the disclosure of domestic and family violence victims' addresses to offenders by the Queensland Police Service*, (December 2025), page 62, viewable at https://www.oic.qld.gov.au.

4 Data breach policies

4.1 At a glance



Data breach policy

Just over half the agency websites link to a data breach policy.



Sector performance – publish a data breach policy

Almost all departments publish a data breach policy.



Publish any information about data breaches

43% of all agencies publish no information about data breaches on their websites.

4.2 Data breach policies prepare agencies

Under section 73 of the IP Act, agencies must publish a data breach policy on an accessible agency website.

A data breach policy describes how an agency will respond to a data breach, including a breach where unauthorised access or disclosure of personal information might lead to serious harm to an individual.[22]

To be effective, it must be tailored specifically or refer to the agency, describing how the agency will respond to a data breach. A general reference about good practice or how an agency or another agency might respond is insufficient to meet the requirements in the IP Act.

The production of a data breach policy is a way to ensure agencies take a disciplined approach to identifying risks, mitigating risks and preparing for breaches. Publication of a data breach policy engenders public confidence in the strength of government management of information and an agency's preparedness to respond quickly and effectively to a data breach.

The OIC examined 219 government agencies websites to identify if agencies had published their Queensland data breach policy. The review also examined:

- sector performance
- if the agency did not have a Queensland data breach policy, whether the agency had any information about data breaches on its website.

[22] Section 73 of the IP Act refers to an 'eligible data breach'. Section 47 of the IP Act defines an 'eligible data breach'. Sections 48 and 51 of the IP Act describe agency obligations for eligible data breaches, including mandatory notification of the eligible data breach to the Information Commissioner.

4.3 Findings

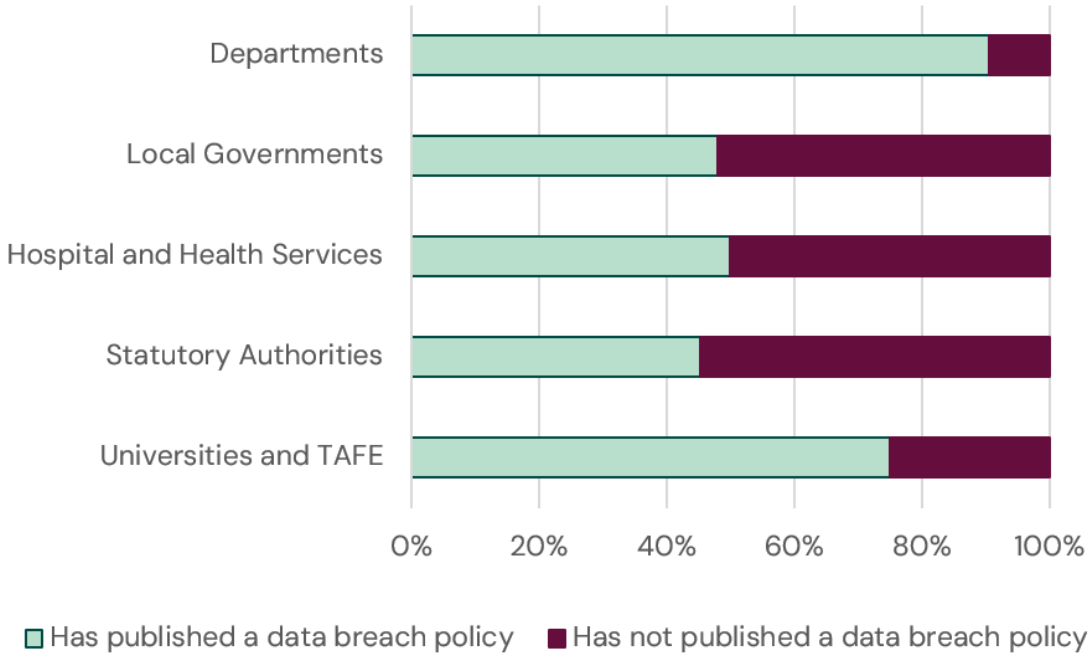
Of the 219 agency websites, 114 (52%) link to a data breach policy published on an accessible agency website.

Sector performance

Figure 4 shows sector results for published data breach policies.

Figure 4

Number of agencies and percentage per sector that publish a data breach policy



Source: Office of the Information Commissioner

Information about data breaches

Nine agencies have not published a data breach policy, but publish some information about data breaches. That leaves 94 agencies with no information about data breaches published on their websites.