



Applying the legislation

GUIDELINE - *Information Privacy Act 2009*

Basic guide to IPP 4 – Storage and Security

Under Information Privacy Principle 4 (**IPP 4**), agencies¹ must ensure that documents containing personal information are protected from:

- loss
- unauthorised access, use², modification or disclosure²
- any other misuse.

The level of storage and security will depend upon the nature of the personal information in the document and the risk of a security breach occurring. If a document contains extremely sensitive information, such as health or criminal records, an agency should take maximum care in protecting the information.

Security measures may be both physical (eg. locks and swipe cards for rooms and compactuses) and electronic (eg. passwords and encryption for computers and USB devices) and operational (eg restricting access on a needs basis).

[Information Standard 18 \(Information Security\)](#) will be a starting point for agencies in determining what basic security measures are required, however, the specific requirements for each agency will differ depending on the type and amount of personal information held.

Agencies may wish to consider implementing internal policies and providing training on:

- levels of access to information
- a mechanism of internal authorisation for access
- use of portable storage devices such as USB devices, mobile phones, Blackberrys and laptops
- password and encryption protections; and
- e-mail and facsimile use procedures and safeguards.

Disclosure to third parties

An agency must also ensure that if it is necessary to disclose a document to a third party, the agency takes all reasonable steps to prevent unauthorised use or disclosure by that third party.

¹ In this Guideline references to an 'agency' also include Ministers and bound contracted service providers, unless otherwise specified.

² Please refer to the key privacy concepts on what constitutes "[use](#)" and "[disclosure](#)" for further guidance.



Office of the Information Commissioner
Queensland

For additional information and assistance please refer to the OIC's privacy guidelines, or contact the Enquiries Service on 07 3234 7373 or email enquiries@oic.qld.gov.au.

This guide is introductory only, and deals with issues in a general way. It is not legal advice. Additional factors may be relevant in specific circumstances. For detailed guidance, legal advice should be sought.

If you have any comments or suggestions on the content of this document, please submit them to feedback@oic.qld.gov.au

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Changes to legislation after the update date are not included in this document