

# Personal information and privacy: Organisation Portal

## Privacy statement

The Queensland Government manages personal information in line with the Information Privacy Act 2009. [Read our full privacy statement.](#)

## Your privacy

The Department of Justice and Attorney-General (DJAG) is collecting your personal information under the [Working with Children \(Risk Management and Screening\) Act 2000](#) (WWC Act).

DJAG manages your personal information in accordance with the WWC Act and the [Information Privacy Act 2009](#) (Information Privacy Act).

## What is personal information?

The Information Privacy Act currently defines “personal information” as meaning information or an opinion, including information or an opinion forming part of a database, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

## Collection of information

DJAG will collect your personal information which you provide in completing and submitting your user registration, including your:

- full legal name, including title and first, middle and last names
- date of birth
- contact telephone numbers
- email address
- blue card number
- Queensland Government (QGov) identifier and user name, or alternative identity verification documentation provided to DJAG.

If your personal information is not provided, then DJAG will be unable to accept and assess your application to register as a user of the Organisation Portal.

Your personal information is collected for the following purposes:

- verify your identity
- assess your application to become a registered user of the Organisation Portal
- contact you to provide or obtain more information about your application and the Organisation Portal
- complete your registration to use the Organisation Portal
- create your user account
- allow access to and use of the Organisation Portal on behalf of your nominated organisation
- verify your user account at registration
- manage your future logins to the Organisation Portal
- administer the Organisation Portal
- administer the blue card system
- meet your obligations under the WWC Act
- such other purposes as outlined in this privacy statement.

If you use QGov to verify your identity, DJAG will obtain information from the Department of Housing and Public Works (DHPW) to confirm your identity.

## Use and disclosure of information

Your personal information will be disclosed to the following persons or organisations for the purposes outlined above and those specified below:

- organisations you work for or provide services to (including other Organisation Portal users)
- courts, law enforcement agencies, regulatory, governing, disciplinary or supervisory bodies; and
- DJAG's information and communication technology service providers for the purpose of system support and development

If you use QGov to verify your identity, DHPW will provide information they hold about you to confirm your identity.

Your personal information may be transferred overseas in the following circumstances:

- where you access the Organisation Portal from a location outside Australia
- where a service provider who provides services to DJAG has servers located outside Australia.

If you access the Organisation Portal from outside Australia, you will be transferring your personal information overseas, at least to the device you use at the time you are accessing the Organisation Portal.

DJAG will not disclose your personal information to other third parties except in accordance with the [Queensland Government's Privacy Statement](#), the WWC Act and the Information Privacy Act or where otherwise required by law.

DJAG may use electronic communication to provide information and to collect for research purposes.

## Updating information

You must notify DJAG of any changes in your personal information details so that records are complete and up-to-date.

If you have any queries regarding privacy and personal information, please [contact Blue Card Services](#).

## Emails

This privacy statement also applies to emails.

DJAG will collect and handle your personal information in accordance with the Information Privacy Act. We will not use your personal information to compile a mailing list or for marketing purposes. We will not disclose these details to third parties without your consent unless required or authorised by law to do so.

DJAG's internet service provider and information technology staff, including the Organisation Portal support staff, may monitor email traffic for system troubleshooting and maintenance purposes only.

Some email service providers store emails outside Australia. If yours does, then emails sent to you by DJAG will be stored outside Australia.

## Security

Parts of the Organisation Portal transmit information across the internet. Information is transmitted securely. However, DJAG recognises that there may be risks transmitting information across the internet. Where we become aware there has been a breach relating to the transmission of personal information, we will notify you.

Where this site contains links to other Queensland Government agencies' websites, the privacy or security terms set out there will apply to the material on the websites.

Where this site contains links to non-Queensland Government websites, DJAG is not responsible for the privacy or security practices or the content of any such websites

## Cookies

The Organisation Portal uses cookies to collect anonymous statistical information, including:

- your browser, computer platform and screen resolution
- your traffic patterns through the Organisation Portal, such as:
  - the date and time of your visit
  - the pages and documents accessed
  - the website you visited before ours
  - your server address.

DJAG does not identify users or any browser activity outside the Organisation Portal, except in the unlikely event of an investigation, where a law enforcement agency may have a warrant to inspect activity logs.

## Website analytics

DJAG uses Google Analytics (including display advertising features) and Microsoft Azure Application Insights on the Organisation Portal to gather anonymous information about users of the Organisation Portal. When you visit the Organisation Portal, your browser automatically sends anonymous information to Google and Microsoft. Examples of the information include the web address of the page that you're visiting, your IP address and demographic information. Google and Microsoft may also use cookies.

We use this data to analyse the pages that are visited, to improve your experience and make sure the Organisation Portal is useful.

## Microsoft Azure

DJAG has engaged Microsoft Azure services for integrating information from the Organisation Portal to the information repository operated by DJAG that contains data about individuals who hold, or have applied for an Organisation Portal user account.

See the [Microsoft Azure Trust Centre](#) for more details. All personal information is protected using the latest encryption techniques, rendering this information unreadable to unauthorised people while housed in the Azure platform.

## Access to your personal information

Individuals have the right to access the personal information that DJAG holds about them. You may also request to amend your personal information. DJAG will take reasonable steps to correct any information that is inaccurate, incomplete, out-of-date or misleading.

DJAG may refuse your request to access or amend your personal information, but you will be provided with a reason for our decision and, in the case of an amendment, we will place a note with your personal information indicating that you have disputed its accuracy. If you wish to access or amend your personal information, please [contact Blue Card Services](#).

## Complaints

Please [contact Blue Card Services](#) if you have a concern or complaint about the way your personal information has been collected, used, stored or disclosed.

## Agreement

By submitting your personal information requesting the creation and use of an Organisation Portal user account you agree that you have read, understood and agree to the terms of this privacy statement.

## Terms of use

Organisation Portal terms of use:

- I understand that the information I provide will be used by the Department of Justice and Attorney-General (DJAG) to facilitate access to the Organisation Portal online application (Organisation Portal) to access information under the *Working with Children (Risk Management and Screening) Act 2000*.
- I have read and understood the Privacy statement in relation to the collection and use of my personal information and accept the terms of the Privacy statement.
- I understand that I will be contacted via SMS and/or email for the management of blue card obligations.
- I understand that I am responsible for keeping my personal details up-to-date, which includes name and contact details.
- I understand that my use of the Organisation Portal will be monitored.
- I understand that my access to the Organisation Portal can be terminated at any time by Blue Card Services if, in the opinion of Blue Card Services, you are misusing the portal or accessing it for some other purpose other than the legitimate administration and management of your obligations under the *Working with Children (Risk Management and Screening) Act 2000*.
- I declare that I am an authorised representative from my organisation and I will only access and use information obtained through the Organisation Portal for which I have the authority to do so, and that my role requires.
- I will ensure that I handle personal information that can be accessed through the portal and in hard copy (printed) appropriately and in-line with the *Working with Children (Risk Management and Screening) Act 2000*.
- I understand that I have a responsibility to protect my username and password and will not share these credentials or allow someone else to log in to my user account.
- I understand that I may be subject to penalty provisions for any breaches, or misuse of information as per the *Working with Children (Risk Management and Screening) Act 2000*.
- Blue Card Services will make all reasonable efforts to ensure that the Organisation Portal is available for use when required. Blue Card Services however, does not guarantee to provide continuous or uninterrupted access to the portal. I understand that inability to use the Organisation Portal does not change any of my blue card obligations and I am not excused from discharging these obligations in the event that I am prevented from accessing the Organisation Portal.
- I understand that it is an offence to provide a false or misleading statement or document.

## My account

The My account section of the Organisation Portal contains the following information:

- Account information: information provided by the user, including contact details.
- Verified information: information that has been validated by identification.

When updating mobile number and email address, you will be asked to verify the new details via a confirmation code. This is because the mobile number and email address recorded will be used to communicate important notifications and updates.

You are responsible for keeping your personal details up-to-date, which includes your name and contact details. You can manage your contact details and name, and re-verify identification if needed.

## My organisations

If you have access to multiple portal accounts, you can only view one account at a time. You can switch between organisation accounts by selecting the relevant organisation from the dropdown list.

You can also remove your access to an organisation account by selecting the relevant organisation and deactivating your access.

The portal administrator of an account can also deactivate your access.

## Organisation details

Your organisation's information can be viewed and managed, with the exception of the organisation's name. Please [contact BCS](#) for organisation name changes.

Please ensure the email address and mobile number recorded for your organisation are organisation-specific and not personal.

Portal users with access to your organisation's online account will also appear here. Your portal administrator can add/remove access for other users of the portal account, as needed. You are able to add as many portal users as you wish, provided the nominated people have a genuine role in managing blue card records and obligations for your organisation. Each user will need to have their own user account. See the user guide or managing portal users cheat sheet for more information on this.

Please keep in mind that users can see all information and undertake all actions within the portal once access is provided. New users must have the authority of your organisation's delegated representative.

## Organisation Portal functionality

We have created a User Guide and series of Cheat Sheets to help you use the Organisation Portal. These include:

- Creating a user account
- Adding a portal user
- Removing a portal user
- Navigating the blue card register
- Creating a link
- Delinking
- Making payment

You will find them on the [support and resources page of our website](#).

## Keeping your account and information safe

The Organisation Portal contains information that is sensitive and personal. As such, it is important to keep your account, and the information within it, safe and secure.

You are responsible for protecting your username and password, and must not share these credentials or allow someone else to log in to your user account.

It is important to consider how this information is used. You must handle the personal information that can be accessed through the portal and in hard copy (printed) appropriately and in-line with the *Working with Children (Risk Management and Screening) Act 2000*. You must not disclose personal information where it is not authorised or appropriate to do so.

## Outage notifications

Notification of planned outages and upgrades will appear on the [support and resources page of our website](#).

## Logging out

The Organisation Portal contains confidential and personal blue card information.

Make sure you log out via the main menu each time you have finished your session. For extra security, you'll be automatically logged out of the portal after 45 minutes of inactivity.

## Contact us

If you have general enquiries about the Organisation Portal, please get in touch with our [Contact Centre](#).

If you are experiencing any system issues or have specific Organisation Portal enquiries, please contact us at [organisationportal@bluecard.qld.gov.au](mailto:organisationportal@bluecard.qld.gov.au).

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