



# Protecting your privacy

## Right to Information and Privacy Group

Queensland Corrective Services (QCS) is required to collect and use personal information as part of our day to day activities. The *Information Privacy Act 2009* (the IP Act) regulates how we handle this personal information. The IP Act requires that personal information held by us is collected, stored, used and disclosed in accordance with the Information Privacy Principles (IPPs) contained in the IP Act.

### What is personal information?

**Personal information** is 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.

Personal information may include:

- name
- date and place of birth
- race or ethnicity
- religion
- financial details
- medical information

Sometimes personal information can reveal a person's identity even if their name is not mentioned.

### How the IP Act applies to your personal information

We will collect and manage your personal information in accordance with the IPPs. These IPPs have been summarised from the IP Act to assist you with understanding how we will manage your personal information, and to advise you of your rights under the IP Act.

---

#### IPP 1 – MANNER AND PURPOSE OF COLLECTION

The information must be necessary for our function and collected in a fair and lawful manner.

---

#### IPP 2 – SEEKING INFORMATION DIRECTLY FROM THE INDIVIDUAL

We must tell you the purpose of the collection, any laws which give us authority to collect the information and who we usually disclose or give the information to.

---

#### IPP 3 – COLLECTING INFORMATION GENERALLY

The information we collect must be relevant, up-to-date, and complete. The collection must not be unreasonably intrusive.

---

#### IPP 4 – SECURITY AND STORAGE

Outlines how we must keep your information safe.

---

#### IPP 5 TO 7 – ACCESS AND AMENDMENT

These principles require us to take certain steps to give you access to personal information we hold about you and amend information in certain circumstances.

---

## IPP 8 TO 10 – USE OF PERSONAL INFORMATION

These principles outline the rules about keeping accurate, complete, and up-to-date personal information; using information for a relevant purpose; and only using the information for another purpose with your consent unless special circumstances apply such as health and safety, or law enforcement.

---

## IPP 11 – DISCLOSURE OF PERSONAL INFORMATION

This principle sets out when we can disclose personal information about you to another entity. These include circumstances where you have consented to the disclosure, where your information is disclosed for the purpose which it was collected, and when authorised or required by law.

## Circumstances when the IP Act does not apply

There are some bodies not covered by the IPPs, which include courts and tribunals in relation to their judicial and quasi-judicial functions and government owned corporations. Bodies which are not covered by the IPPs are outlined in Schedule 2 of the IP Act.

In addition, the IPPs do not apply to some documents, including documents concerning covert police activity, witness protection, whistle-blowers, or generally available publications.

## How you can access your personal information

You can apply to access your personal information that is held by us. You can also apply to amend or correct your personal information.

If the documents you wish to access contain the personal information of another person, or other information not related to your personal information, you will need to make a formal request for access under the *Right to Information Act 2009*.

Application forms to apply to access or amend information can be accessed at [rti.qld.gov.au](http://rti.qld.gov.au) or by contacting Right to Information (RTI) and Privacy Group at [RTIQCS@corrections.qld.gov.au](mailto:RTIQCS@corrections.qld.gov.au).

## How you can make a complaint about the way your personal information was collected, used, or disclosed

If you believe we have breached your privacy, you may wish to make a privacy complaint to us directly.

Your complaint must:

- be in writing; and
- state your address; and
- give details of the complaint.

It will be investigated in accordance with our *Information Privacy Complaints and Breaches Policy*. You can mail or email your complaint to the RTI and Privacy Group at:

Post: The Manager  
Right to Information and Privacy Group  
GPO Box 1054, Brisbane QLD 4001  
Email: [privacy@corrections.qld.gov.au](mailto:privacy@corrections.qld.gov.au)

You can also make a complaint via the Queensland Government at [complaints.services.qld.gov.au](http://complaints.services.qld.gov.au).



If the complaint is about an alleged or actual breach which occurred on or after 1 December 2009 and you are not satisfied with our response, or we have not responded within 45 days of your complaint, you may wish to refer your privacy complaint to the Office of the Information Commissioner.

You can make your complaint to:

Post: The Office of the Information Commissioner  
PO Box 10143, Adelaide Street, Brisbane QLD 4000  
Email: [enquiries@oic.qld.gov.au](mailto:enquiries@oic.qld.gov.au)

You can also make a complaint online: [oic.qld.gov.au/about/privacy/make-a-privacy-complaint](http://oic.qld.gov.au/about/privacy/make-a-privacy-complaint).

If the complaint is deemed to be valid, and the Information Commissioner considers it would be appropriate for mediation, the Information Commissioner may decide to mediate the complaint.

If the Information Commissioner considers that the complaint is not suitable for mediation, you may request that your complaint be referred to the Queensland Civil and Administrative Tribunal (QCAT).

QCAT may make an order for payment of compensation of up to \$100,000 for loss or damage (including injured feelings) and orders requiring agencies to undertake certain actions including the making of an apology.

The Queensland Ombudsman may also be willing to accept a privacy complaint about our handling of your personal information.

---

## FURTHER INFORMATION

For further information please contact the Right to Information and Privacy Group:

Post: Right to Information and Privacy Group  
GPO Box 1054, Brisbane QLD 4001  
Email: [privacy@corrections.qld.gov.au](mailto:privacy@corrections.qld.gov.au)  
[RTIQCS@corrections.qld.gov.au](mailto:RTIQCS@corrections.qld.gov.au)

---

## REFERENCES

*Information Privacy Act 2009*  
*Right to Information Act 2009*

---

## WEBSITES

[corrections.qld.gov.au](http://corrections.qld.gov.au)  
[oic.qld.gov.au](http://oic.qld.gov.au)  
[qld.gov.au](http://qld.gov.au)  
[rti.qld.gov.au](http://rti.qld.gov.au)

---

## DOCUMENT INFORMATION AND REVIEW

Security classification:	Official	Review frequency:	Three (3) years*
--------------------------	----------	-------------------	------------------

\*An administrative review of this document will be conducted every three years, or at times of critical content changes.

Current version:	Effective date:	Notes:	Next review due:
1	01/032021	Removed content not relevant to QCS (i.e. DJAG). Rebadged to align with current QCS corporate identity guidelines.	2024
2	07/03/2024	Updated contact details	2027

