

Information Privacy Policy

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Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	4

Head of Power

The *Information Privacy Act 2009* applies to Redland City Council and relates to the protection of and access to personal information. The *Information Privacy Principles* contained in the Act relate to the collection, storage, security access, amendment, use and disclosure of personal information.

Policy Objective

To protect privacy and appropriately manage personal information while ensuring compliancy with the Privacy Principles contained within the *Information Privacy Act 2009*.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Only collecting personal information that is directly related to the functions and services provided by Council. Unless otherwise exempt, Council will advise what the information will be used for either before or at the point of collection.
- Making every effort to ensure that the personal information it collects, uses and stores, is relevant, accurate, complete and up to date for the purpose for which it is to be used.
- Maintaining secure systems for storing personal information, in accordance with Council policies.
- Only using personal information for the primary purpose. Information will not be disclosed to a third party or used for another purpose, unless the individual has consented or this is required or authorised by law.
- Processing applications to access or amend personal information held by Council in accordance with the *Information Privacy Act 2009*.
- Investigating complaints regarding the handling of personal information in accordance with the *Information Privacy Act 2009*.

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Definitions

Term	Definition
Data	Data consists of disconnected numbers, words and symbols relating to the events and processes of an organisation.
Information	Information is data communicated in a meaningful way.
Software	A sequence of instructions written in programming language to perform a specified task with a computer.
Business Applications	A computer software program designed to apply the capabilities of a computing platform to one or more specific business purposes.
Data Quality	The business expectation of data defined in terms of dimensions such as accuracy, completeness, currency, consistency, integrity, topology and compliance with naming conventions and data dictionaries.
Information Systems	A system comprised of all the components required to support the delivery and operation of a business application including servers, personal computing devices, operating systems, data networks, databases and software.

Associated Documents

Right to Information Act 2009

Information Privacy Act 2009

Identity Management Policy ([A196569](#))

Data Management Policy ([A196656](#))

Application Management Policy ([A196574](#))

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
2	October 2013	<ul style="list-style-type: none"> Policy Objective – administrative change – text added to provide a definition for ‘Personal Information’. Policy Statement – administrative change – Number 1 – added text, “Unless otherwise exempt, Council will advise what the information will be used for either before or at the point of collection.” Policy Statement – administrative change – reference to outdated POL-0054 removed and reference to current policies added, POL-1001 Identity Management Policy, POL-1002 Data Management Policy, POL-1004 Application Management Policy. Policy Statement – administrative change – Number 4 – added text, “Information will not be disclosed to a third party or used for another purpose, unless the individual has consented or this is required or authorised by law”.

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Version number	Date	Key Changes
3	January 2017	<ul style="list-style-type: none">• Changed Corporate Governance to Corporate Services
4	November 2019	<ul style="list-style-type: none">• Updates required from policy framework review• Removal of information pertaining to a guideline rather than a policy