



Queensland Government
State Development

PRIVACY PLAN

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Director-General

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1. Introduction

1.1 The Queensland Government Privacy Policy and Scheme

The Queensland Government has introduced a privacy scheme for Queensland Government agencies to protect the privacy of individuals in the delivery of Government services and conduct of Government business. The scheme, approved by Cabinet on 10 September 2001, will ensure public sector (government) agencies respect personal information pertaining to individuals.

The Government's policy on privacy is set out in Information Standard 42 (IS 42). It gives specific guidelines about how personal information is to be collected, stored, used and disclosed by the public sector. The aim is to protect both electronic and printed information about individuals from being lost, misused or inappropriately modified or disclosed.

The scheme, which is being implemented by administrative means rather than by legislation, is based on privacy principles that apply to Commonwealth Government agencies and the private sector under the Commonwealth *Privacy Act* 1988. Eleven Information Privacy Principles have been adapted from that federal legislation to form the basis of the Queensland scheme.

1.2 Definition of 'Personal Information'

Information Standard 42 is concerned with 'personal information'. 'Personal information' is defined in the Information Privacy Principles as

"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".

1.3 Information Privacy Principles (IPPs)

The IPPs are a set of directions that Queensland Government staff are required to follow in the collection, handling, use and disclosure of personal information. The IPPs are set out in full at [Appendix A](#).

1.4 Exemptions to IS 42

There are two sets of exemptions to IS 42:

1. certain bodies are exempt from all or part of IS 42; and
2. personal information that is exempt from IS 42.

For an information sheet on exemptions, please refer to [Appendix B](#).

2. Overview of the Privacy Plan of the Department of State Development

2.1 Profile – Department of State Development

The Department of State Development is the central entry point for businesses to access Government services, including extensive business information and support.

The Department promotes sustainable regional development, pursues strong partnerships with key industry sectors, seeks to identify major new opportunities and strengthens the State's export performance. The Department also supports innovative enterprises and works to ensure that efficient infrastructure meets the changing needs of Queensland industry.

This privacy plan takes account of the diverse range of functions of the Department's various activities and business units.

2.2 Purpose of the Privacy Plan

The Department of State Development ("the Department") values the importance of the privacy of individuals. The Department understands the need for information privacy control and is aiming to responsibly and transparently collect and manage any personal information that it holds.

The Privacy Plan is a plan for the Department's compliance with the principles and requirements of the Information Privacy Principles. The Department is gradually implementing the strategies proposed in this Plan to ensure that efficient systems and processes are in place to manage personal information and that effective privacy training is undertaken within the Department.

This Privacy Plan aims to:

- (a) assist members of the public to understand how personal information is managed in the Department and how they can seek assurance that privacy of their personal information is maintained by the Department in its activities;
- (b) inform departmental staff who deal with personal information on the requirements of the Information Standards;
- (c) provide a strategic overview for achieving compliance by the Department with the Queensland Government's administrative privacy regime.

2.3 Annual review of Privacy Plan

The Department's Privacy Plan was prepared by the Privacy Team in consultation with staff throughout the Department. Those involved have contributed on the understanding that the Plan will continue to evolve and their input will continue to be welcomed.

This Plan has been approved by the Director-General and will be reviewed and updated annually.

In addition to its annual review, the Department reserves the right to alter its privacy and information management practices from time to time. Such alterations will be disclosed in the Department's Privacy Plan.

2.4 Contents of Privacy Plan

Briefly, this Privacy Plan consists of:

- list of Acts administered by the Minister for State Development;
- types of personal information held by the Department;
- description of contracts and outsourcing arrangements held by the Department;
- list of Public Registers managed within the Department;
- an implementation strategy;
- the procedure to access or amend personal information within the Department; and
- the review procedure for any breaches of the IPPs within the Department.

2.5 Implementation of Privacy Plan

From the date the Privacy Plan is published on the Department's web site, the Department enters the Implementation Phase of the privacy scheme. State government departments are required to fully implement their privacy plans by September 2003.

Actions to implement the Department's Privacy Plan are set out in section 7 under the Implementation Strategy.

3. Acts Administered by the Minister for State Development

Listed below are the Acts administered by the Minister for State Development as published in the Queensland Government Gazette on 15 February 2002, Administrative Arrangements Order (No. 1) 2002.

- Agent-General for Queensland Act 1975
- Alcan Queensland Pty Limited Agreement Act 1965 (*except to the extent administered by the Minister for Natural Resources and Minister for Mines*)
- Amoco Australia Pty Limited Agreement Act 1961
- Ampol Refineries Limited Agreement Act 1964
- Arukun Associates Agreement Act 1975 (*except to the extent administered by the Minister for Transport and Minister for Main Roads; Minister for Local Government and Planning; and Minister for Natural Resources and Minister for Mines*)
- Austral-Pacific Fertilizers Limited Agreement Act 1967
- Central Queensland Coal Associates Agreement Act 1968 (*except to the extent administered by the Deputy Premier, Treasurer and Minister for Sport; Minister for Transport and Minister for Main Roads; Minister for Local Government and Planning; and Minister for Natural Resources and Minister for Mines*)
- Central Queensland Coal Associates Agreement (Amendment) Act 1986
- Central Queensland Coal Associates Agreement Amendment Act 1989
- Central Queensland Coal Associates Agreement and Queensland Coal Trust Act 1984
- Central Queensland Coal Associates Agreement Variation Act 1996
- Industrial Development Act 1963
- Queensland Cement & Lime Company Limited Agreement Act 1977 (*except to the extent administered by the Minister for Transport and Minister for Main Roads; and Minister for Natural Resources and Minister for Mines*)
- Queensland Nickel Agreement Act 1970 (*except to the extent administered by the Deputy Premier, Treasurer and Minister for Sport; Minister for Transport and Minister for Main Roads; and Minister for Natural Resources and Minister for Mines*)
- Queensland Nickel Agreement Act 1988
- Retail Shop Leases Act 1994
- State Development and Public Works Organisation Act 1971
- Townsville Zinc Refinery Act 1996
- Trans-Tasman Mutual Recognition (Queensland) Act 1999
- Trans-Tasman Mutual Recognition (Queensland) Authorisation Act 2001
- Water Infrastructure Development (Burnett Basin) Act 2001

During the implementation stage, the Department plans to review the above legislation and any other relevant legislation to discern which Acts and Regulations, if any, will supersede the IPPs as far as personal information is concerned.

4. Types of Personal Information Held by the Department of State Development

IPP 5 states that the Privacy Plan must set out:

- the nature of the records of personal information kept by the Department;
- the purpose for which each type of record is kept;
- the classes or types of people about whom records are kept;
- the period for which each type of record is kept;
- the people who are entitled to have access to personal information contained in the records and the conditions under which they are entitled to have that access; and
- the steps that should be taken by people wishing to obtain access to that information.

The Department holds electronic and paper records containing personal information which can broadly be divided into two classes.

Appendix C is a digest of all generic corporate services records, including the categories of employee personnel records, financial management information system and information systems personal information. Ministerial records held by the Department are also included here. There is a commonality amongst these records across various business areas of the Department so they are grouped as one entry.

Appendix D contains a description of records containing personal information relating to business and service delivery functions of the Department. Appendix D is not yet in final form. It will be reviewed and revised during the implementation phase of the plan in consultation with the various business units.

The Period for which each type of record is kept

The *Libraries and Archives Act* 1988 governs the making and preservation of public records in Queensland.

The period for which many types of the Department of State Development's records are kept is set out in the *General Disposal and Retention Schedule for Administrative Records*. It is compiled by Queensland State Archives under the *Libraries and Archives Act* to assist agencies in determining retention and disposal times and methods (called "sentencing"). There are many classes of administrative records common to all agencies across Government.

Records not identified in the *General Disposal and Retention Schedule for Administrative Records* will be addressed by a planned Departmental Schedule.

The *Financial Administration Standard* 1997 also deals with destruction of documents and applies to personal information records in so far as it is relevant.

All business managers and directors must ensure that the staff in their respective areas of responsibility know about the Department's responsibilities for the retention, storage and disposal of departmental records and that these responsibilities are complied with in relation to IS 42 and the IPPs.

5. Contracts, Licenses and Outsourcing Arrangements

5.1 Procurement Contracts

The Department utilises a number of different purchase methods for acquiring its required goods and services. The methods and issues in relation to privacy are summarised below:

- The Department has outsourced the provision of a number of Information Technology services including network facilities management, Wide Area Network (WAN) Management, Human Resource Management System (HRMS) and Financial Management Information Systems Support (SAP). The contractors potentially would have access to personal information on departmental employees and clients. The outsourcing is covered by the GITC (Government Information Technology Conditions) agreement which has a confidentiality and disclosure of information clause.
- On an annual basis, the Department enters into approximately 120 consultancy contracts and approximately 100 professional contractor agreements. In establishing the contracts, the tenderers provide the Department with the names and resumes of the proposed project personnel. The contracts themselves contain the contact names for both parties. In some cases, during the performance of the contract the contractor is provided or may have access to personal data of departmental employees and clients. The current contracts have a confidentiality clause.
- Each year the Department usually enters into a number of construction contracts. The contracts are based on the Australian Standards contract. The contracts would include the contact details of both parties.
- Official Purchase Orders and Local Orders may contain contact details of both parties. Generally such orders do not involve supplier access to departmental personal information. The standard supply conditions for these orders contain a confidential information clause.
- Queensland Government Corporate Credit Card purchases would always involve the provision of the cardholder name to the supplier.

In evaluating the performance of contractors and other suppliers, the Department may record the names of individuals and their performance.

5.2 Leases - Property Services Group

The Property Services Group of the Department on behalf of the Minister for Industrial Development (also the Minister for State Development) administers a number of agreements for the leasing of property to companies. Generally the only personal information contained on the leases is the name of the individual/s executing the contracts. However, informal tenancy agreements also include the contact details of both

parties. The documents include leases/sub-leases, licence agreements, tenancy agreements, informal tenancy agreements, and mortgage agreements.

The Minister for Industrial Development has also entered into lease agreements with individuals which contain the names and contact details of the parties. The documents include lease agreements, agent managed residential tenancy agreements, residential tenancy agreements, and informal tenancy agreements.

5.3 Contracts of Sale for Land - Property Services Group

On an annual basis, the Department enters into approximately 60 contracts of sale for land (and sometimes including the building thereon). The service contracts used are those adopted by The Real Estate Institute of Queensland Limited and approved by the Queensland Law Society Incorporated for conveyances of Torrens Title and Crown Leasehold Title of commercial land and Building. The contracts themselves can contain Vendor's Agent, Vendor, Vendor's Solicitor, Purchaser, Purchaser's Solicitor and Stakeholder names and contact details as well as the names and other details of any existing lease/tenancy and service contactors. The Vendor in these contracts is always The Minister for Industrial Development of Queensland.

5.4 Grant Contracts

On an annual basis, the Department approves over 800 grants and sponsorships to companies, businesses, local government organisations and some individuals.

There are a number of different grant programs. In some cases, grants are awarded to individuals under specialised schemes. However, in most instances, grants are given to companies, businesses or local government organisations.

All requests for grants and sponsorships are submitted on application/agreement forms under the various grant programs. For grants of under \$50,000, associated Terms and Conditions include a confidentiality clause. Similarly, grants for over \$50,000 also include a confidentiality clause in the associated Deed.

There is some personal information exchanged between the Department and the recipient in the form of contact names and details for contact purposes in the application/agreement process. However, most of the information exchanged is business related and may be commercial-in-confidence.

5.5 Plan to comply with IPP's regarding Contracts

The Department's initial analysis of its contracts indicates that although some of the contracts contain provisions relating to privacy and confidentiality, generally none of the contracts contain clauses specific to IS 42 and equivalent to those that will be inserted into new contracts. During the Implementation Phase, existing Department contracts will be progressively reviewed to identify whether they are in fact IS 42 compliant. When

contracts are renewed, the clauses will be reviewed and altered to comply with IS 42. New contracts will be compliant.

6. Public Registers Managed within the Department

The Department has administrative responsibility for the following Registers:

6.1 Retail Shop Lease Register

The Retail Shop Lease Register records details of hearings in the Retail Shop Lease Tribunal. The Retail Shop Lease Tribunal is appointed for the purpose of dealing with disputes under the *Retail Shop Leases Act 1994*.

The Retail Shop Lease Tribunal and its members are not bound by IS 42 because IS 42 provides that courts and tribunals, including the holders of office, are exempt from IS 42 with respect to their judicial and quasi-judicial functions.

The personal information contained in registers relating to the judicial and quasi-judicial functions of courts and tribunals are exempt from the application of the IPPs. The IPPs apply to personal information relating to administrative functions of the courts and tribunals.

The *Retail Shop Leases Act 1994* governs the information to be held in the Retail Shop Lease Register. The following details are recorded in the Retail Shop Lease Register: the date of dispute notice, the names of the parties, the subject, the results of mediation and the results of tribunal hearings.

The Retail Shop Lease Register is currently on hard copy and will soon become available electronically. The hard copy is available for any member of the public to assess and viewing of the Register may be arranged by telephoning 3234 0391 or 1800 807 051.

6.2 Client Management Database

Part of the departmental client management database is available to the public on the State Development web site, consisting of a list of Queensland businesses. The search function is provided for by clicking on "Queensland Business Directory" or "Find a Queensland Supplier". The searches are for product matches and only business names and addresses come up under the search. There is no personal information available under the search. Companies enter their own information. It is bound by security checks.

6.3 Queensland Aviation Capabilities Database

This Industry Capability database is available to the public on www.aerospacequeensland.com. It contains company details, their capabilities, business addresses, business contact numbers and email addresses. The only personal

information recorded is the name of the company executive or company contact name. Members maintain and update their own information.

6.4 Queensland Food Industry Database

This is an online database via internet access – www.food.qld.gov.au. The purpose of the records is to provide an online contact database of food companies and their representatives in Queensland. Members maintain their own information.

7. The Department's Implementation Strategy

The Department of State Development has an ongoing commitment to the principles of Information Privacy. The Department will endeavour to fully implement the following strategies by September 2003. Time lines and responsibilities will be internally assigned to each identified implementation strategy.

Goal	Implementation
Develop/increase awareness within the Department of privacy responsibilities	Email to all staff encouraging them to increase their understanding of their responsibilities under the mandatory IS 42 and the Code of Conduct.
	Encourage senior management to attend seminars on privacy scheme specifically for senior management.
	Confirm senior management's support for the Department's implementation strategies and have them encourage staff's support and participation in the implementation process.
Assessment of Current Practices	Review all existing access/disclosure procedures and where appropriate, amend security measures to ensure compliance with the Privacy Principles.
Develop Policy and Guidelines	Review policy regarding whom the Department will disclose information to on a regular basis from each identified database.
	Review and upgrade procedures for ad hoc external requests for access to personal information held by the Department.
	Review clauses in the Department's Code of Conduct.
	Develop guidelines for staff generally regarding privacy responsibilities, with the possibility of developing a reference manual for those persons in key areas of public contact.
Distribution of Policies and Training	Develop handout for inclusion in new staff induction kits.
	Make available information sessions for staff to attend. Arrange for different levels of training, ie general privacy awareness for all staff and more specialised training for management and staff in key areas.
	Supplement training for staff with departmental circulars and/or e-mails noting issues that have been identified across the whole of government as well as through the Department's implementation of the scheme.

Review Legislation	Identify all statutory requirements that will supersede the requirements of the IPPs.
Review Contracts	As contracts are renewed, they will be reviewed and upgraded to progressively accommodate privacy compliance.
	Develop an information sheet to be given to contractors regarding privacy responsibilities.
	Draft and include appropriate clauses in new contracts to satisfy compliance requirements.
Review all notices, applications, forms, questionnaires, etc.	Review all notices, applications, forms, questionnaires to ensure compliance. Modify where necessary to meet IPP2 notice requirements.
	Put in place interim measures to ensure compliance with IPP2 notices.
Internal Review Process	Increase staff awareness through training and departmental circulars of the rights people have to internal review, what constitutes an internal review and the time limits for processing of an internal review.
	Draft an information sheet to assist in notifying people about their rights to internal review and the process of internal review.
Conduct annual review	Review and update the Privacy Plan. Monitor changes in privacy practice.

8. Procedure to Access or Amend Personal Information

Right of access to, and amendment of, personal information under IPPs 6 and 7 of the Information Privacy Standard is limited to existing rights under the Freedom of Information Act 1992.

Details on how to apply for access to or amendment of personal information which may be held by the Department of State Development are available by:

- writing to: The Privacy Contact Officer
 Department of State Development
 PO Box 168
 Brisbane Albert Street Qld 4002
- sending a facsimile addressed to the Privacy Contact Officer on 3225 1719
- emailing the Privacy Contact Officer on the following email address:

privacy.contact@sd.qld.gov.au

9. Complaints and Review Procedure

If an individual believes that the Department of State Development has not dealt with their personal information in accordance with an Information Privacy Principle, they may make a complaint to the Department.

A complaint must be made in writing within six months from the date when the breach was believed to have occurred. Written complaints should be sent to:

The Director-General
for the attention of the Privacy Contact Officer
Department of State Development
PO Box 168
Brisbane Albert Street Qld 4002

or by facsimile on: 3225 1719.

Complaints will be acknowledged in writing within 14 days from the date on which the written complaint was received. The Department will aim to process each complaint within 60 days from the date on which it is received.

The complainant will be advised in writing of the Department's complaint investigation decision, including any remedies that are considered appropriate to resolve the complaint.

If an complainant does not agree with this outcome, he or she can apply in writing to the Director-General for review of the initial decision and outcome. Applications for review should be made in writing within 28 days of the complainant receiving the initial complaint decision.

The internal review will be carried out by an officer who is no less senior than the initial decision-maker and who has not previously been involved in the matter. The review will be completed within 45 days of receipt of the application and the complainant notified in writing of the outcome.

INFORMATION PRIVACY PRINCIPLES

Information Privacy Principle 1

1. Personal information shall not be collected by a collector for inclusion in a record or in a generally available publication unless:
 - (a) the information is collected for a purpose that is a lawful purpose directly related to a function or activity of the collector; and
 - (b) the collection of the information is necessary for or directly related to that purpose.
2. Personal information shall not be collected by a collector by unlawful or unfair means.

Information Privacy Principle 2

Where:

- (a) a collector collects personal information for inclusion in a record or in a generally available publication; and
- (b) the information is solicited by the collector from the individual concerned;

the collector shall take such steps (if any) as are, in the circumstances, reasonable to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the individual concerned is generally aware of:

- the purpose for which the information is being collected;
- if the collection of the information is authorised or required by or under law, the fact that the collection of the information is so authorised or required; and
- any person to whom, or any body or agency to which, it is the collector's usual practice to disclose personal information of the kind so collected, and (if known by the collector) any person to whom, or any body or agency to which, it is the usual practice of that first-mentioned person, body or agency to pass on that information.

Information Privacy Principle 3

Where:

- (a) a collector collects personal information for inclusion in a record or in a generally available publication; and
- (b) the information is solicited by the collector;

the collector shall take such steps (if any) as are, in the circumstances, reasonable to ensure that, having regard to the purpose for which the information is collected:

- the information collected is relevant to that purpose and is up to date and complete; and
- the collection of the information does not intrude to an unreasonable extent upon the personal affairs of the individual concerned.

Information Privacy Principle 4

A record-keeper who has possession or control of a record that contains personal information shall ensure:

- (a) that the record is protected, by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure, and against other misuse; and
- (b) that if it is necessary for the record to be given to a person in connection with the provision of a service to the record-keeper, everything reasonably within the power of the record-keeper is done to prevent unauthorised use or disclosure of information contained in the record.

Information Privacy Principle 5

1. A record-keeper who has possession or control of records that contain personal information shall, subject to clause 2 of this Principle, take such steps as are, in the circumstances, reasonable to enable any person to ascertain:

- (a) whether the record-keeper has possession or control of any records that contain personal information; and
- (b) if the record-keeper has possession or control of a record that contains such information:
 - the nature of that information;
 - the main purposes for which that information is used; and
 - the steps that the person should take if the person wishes to obtain access to the record.

2. A record-keeper is not required under clause 1 of this Principle to give a person information if the record-keeper is required or authorised to refuse to give that information to the person under the applicable provisions of any law of the State that provides for access by persons to documents.

3. A record-keeper shall maintain a record in the form of a privacy plan setting out:

- the nature of the records of personal information kept by or on behalf of the record-keeper;
- the purpose for which each type of record is kept;

- the classes or types of individuals about whom records are kept;
 - the period for which each type of record is kept;
 - the persons who are entitled to have access to personal information contained in the records and the conditions under which they are entitled to have that access; and
 - the steps that should be taken by persons wishing to obtain access to that information.
4. A record-keeper shall make the record maintained under clause 3 of this Principle available for inspection by members of the public.

Information Privacy Principle 6

Where a record-keeper has possession or control of a record that contains personal information, the individual concerned shall be entitled to have access to that record, except to the extent that the record-keeper is required or authorized to refuse to provide the individual with access to that record under the applicable provisions of any law of the State that provides for access by persons to documents.

Information Privacy Principle 7

1. A record-keeper who has possession or control of a record that contains personal information shall take such steps (if any), by way of making appropriate corrections, deletions and additions as are, in the circumstances, reasonable to ensure that the record:
- is accurate; and
 - is, having regard to the purpose for which the information was collected or is to be used and to any purpose that is directly related to that purpose, relevant, up to date, complete and not misleading.
2. The obligation imposed on a record-keeper by clause 1 is subject to any applicable limitation in a law of the State that provides a right to require the correction or amendment of documents.
3. Where:
- (a) the record-keeper of a record containing personal information is not willing to amend that record, by making a correction, deletion or addition, in accordance with a request by the individual concerned; and
 - (b) no decision or recommendation to the effect that the record should be amended wholly or partly in accordance with that request has been made under the applicable provision of a law of the State;

the record-keeper shall, if so requested by the individual concerned, take such steps (if any) as are reasonable in the circumstances to attach to the record any statement provided by that individual of the correction, deletion or addition sought.

Information Privacy Principle 8

A record-keeper who has possession or control of a record that contains personal information shall not use that information without taking such steps (if any) as are, in the circumstances, reasonable to ensure that, having regard to the purpose for which the information is proposed to be used, the information is accurate, up to date and complete.

Information Privacy Principle 9

A record-keeper who has possession or control of a record that contains personal information shall not use the information except for a purpose to which the information is relevant.

Information Privacy Principle 10

1. A record-keeper who has possession or control of a record that contains personal information that was obtained for a particular purpose shall not use the information for any other purpose unless:
 - (a) the individual concerned has consented to use of the information for that other purpose;
 - (b) the record-keeper believes on reasonable grounds that use of the information for that other purpose is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or another person;
 - (c) use of the information for that other purpose is required or authorised by or under law;
 - (d) use of the information for that other purpose is reasonably necessary for enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue; or
 - (e) the purpose for which the information is used is directly related to the purpose for which the information was obtained.
2. Where personal information is used for enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue, the record-keeper shall include in the record containing that information a note of that use.

Information Privacy Principle 11

1. A record-keeper who has possession or control of a record that contains personal information shall not disclose the information to a person, body or agency (other than the individual concerned) unless:

- (a) the individual concerned is reasonably likely to have been aware, or made aware under Principle 2, that information of that kind is usually passed to that person, body or agency;
 - (b) the individual concerned has consented to the disclosure;
 - (c) the record-keeper believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
 - (d) the disclosure is required or authorised by or under law; or
 - (e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.
2. Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the record-keeper shall include in the record containing that information a note of the disclosure.
3. A person, body or agency to whom personal information is disclosed under clause 1 of this Principle shall not use or disclose the information for a purpose other than the purpose for which the information was given to the person, body or agency.

APPENDIX B

EXEMPT BODIES

The following bodies are exempt from IS 42:

- Royal Commissions or Commissions of Inquiry;
- Parents and Citizens Associations;
- Queensland Department of Health;
- Courts and tribunals with respect to their judicial and quasi-judicial functions.
- Law enforcement agencies are exempt from Information Privacy Principle's 2,3,9,10 and 11.

EXEMPT PERSONAL INFORMATION

The following personal information is exempt from IS42:

Cabinet and Executive Council documents

Personal information about an individual that is contained in a document of a kind referred to in section 36 and 37 of the *Freedom of Information Act 1992*.

Commissions of Inquiry

Personal information about an individual arising out of a Royal Commission or commission of inquiry.

Covert activity

- Personal information about an individual arising out of or in connection with a controlled operation or controlled activity within the meaning of the *Police Powers and Responsibilities Act 2000*;
- Personal information about an individual arising out of or in connection with a covert undertaking of an operation, investigation or function of a law enforcement agency;
- Personal information about an individual arising out of a warrant issued under the *Telecommunications (Interception) Act 1979* (Cth).

Witness protection

Personal information about a witness who is included in a witness protection program under the *Witness Protection Act 2000* or who is subject to other witness protection arrangements made under an Act.

Disciplinary actions and misconduct

Personal information about an individual arising out of a complaint made under Part 7 of the *Police Service Administration Act 1990*.

Personal information about an individual arising out of an investigation of misconduct or official misconduct under the *Criminal Justice Act 1989*.

Whistleblowers

Personal information about an individual that is contained in a public interest disclosure within the meaning of the *Whistleblowers Protection Act 1994*, or that has been collected in the course of an investigation arising out of a public interest disclosure.

APPENDIX C

Personal Information Digest within DSD - generic corporate services records containing personal information

EMPLOYEE PERSONNEL RECORDS

Due to the commonality of these classes of records amongst the various business areas of the Department, they have been grouped here as one entry. This necessarily reduces the amount of detail provided. Current and former employees and other persons (for example, spouses and next of kin who believe that the department's personnel records may also contain personal information about them) can obtain details of specific record handling practices of a particular business area by contacting the Department's Privacy Coordinator.

It should not be assumed that all records described are kept in a common storage facility. Separate security arrangements will typically apply, depending on the sensitivity of the information.

The purpose of these records is to maintain employment history and payroll and administrative information relating to all permanent, contract and temporary staff members and employees of an agency.

Personnel and payroll

The records may include any one or more of the following:

- (1) records relating to attendance and overtime;
- (2) leave applications and approvals;
- (3) medical and dental records;
- (4) payroll and pay related records, including banking details;
- (5) tax file number declaration forms;
- (6) declarations of pecuniary interests;
- (7) personal history files;
- (8) performance appraisals, etc;
- (9) records relating to personal development and training;
- (10) trade, skill and aptitude test records;
- (11) completed questionnaires and personnel survey forms;
- (12) records relating to removals;
- (13) travel documentation;
- (14) records relating to personal welfare matters; and
- (15) contracts and conditions of employment.

Recruitment

The records may include any one or more of the following:

- (1) recruitment records and dossiers;
- (2) records relating to relocation of staff and removals of personal effects; and
- (3) records relating to character checks and security clearances.

Other

The records may include any one or more of the following:

- (1) records of accidents and injuries;
- (2) compensation case files;
- (3) rehabilitation case files;
- (4) records relating to counselling and discipline matters, including disciplinary, investigation and action files, legal action files, records of criminal convictions, and any other staff and establishment records as appropriate;
- (5) complaints and grievances; and
- (6) recommendations for honours and awards.

Contents of personnel records may include: name, address, date of birth, occupation, employee identification number, gender, qualifications, equal employment opportunity group designation, next of kin, details of pay and allowances, leave details, work reports, security clearance details and employment history.

Sensitive contents of personnel records may include: physical and mental health, disabilities, racial or ethnic origin, disciplinary investigation and action, criminal convictions, adverse performance and security assessments, tax file numbers, relationship details and personal financial information.

Personal information on personnel records relates to current and former staff members and employees including contract and temporary staff.

The following agency staff has access to personnel records: executive and senior personnel management staff, supervisors and members of selection committees (if appropriate), the individual to whom the record relates and, as is appropriate, personnel staff, security officers and case managers.

Personnel records are kept for variable periods according to the applicable provisions of the Standard Retention and Disposal schedule for staff and establishment records issued by Queensland State Archives.

Information held in personnel records may be disclosed outside the Department under certain circumstances (eg: in the context of an appointment appeal heard by the delegate of the Public Service Commissioner).

Individuals can obtain information regarding access to their personal information by contacting the Director, Human Resources (tel 3224 7536) or the Department's Freedom of Information Co-ordinator (tel 3225 1534).

Records relate to all current and former employees of the Department and are stored on paper and electronic media.

Location: HR Branch or the appropriate business area.

FINANCIAL MANAGEMENT INFORMATION SYSTEM

There is commonality amongst these records across various business areas of the Department, so they are grouped here as one entry.

The purpose of these records is to process and account for expenditure and revenue. General content may include name, address and service or goods category. Sensitive content may include financial information including debts.

The personal information relates to creditors and debtors, including outsourced service providers if they are identified personally.

The following staff has access to this personal information: Finance administration staff (central and relevant business area) within the Department.

The records are kept according to the Retention and Disposal of Records Schedule outlined in the Financial Management Standard.

This information is not usually disclosed to other persons or organisations.

Individuals can obtain information regarding access to their personal information by contacting the Director, Finance (tel 3224 2119) and the Freedom of Information Co-ordinator (tel 3225 1534).

The records are stored on paper and electronic media.

Location: Finance Directorate and relevant business areas of the Department.

INFORMATION SYSTEMS PERSONAL INFORMATION

The Department's information technology information management systems network routinely carries, enables processing of, and stores, for varying periods, much of the core business and the supporting corporate service business of the Department on behalf of its many business areas. It encompasses both internal electronic transactions and external transactions, including telephone, e-mail, Internet and government Intranet activity. The great bulk of those personal information records within that network environment are described above, or are described in the other parts of this plan that deal with the content of core business operations of business areas of the Department.

In addition to that material, there are some personal information records specifically tailored to IT system administration, namely IT system security identifiers and usage tracking records about staff users of the IT system that are held by central IT administrators and staff supervisors.

That information is not usually disclosed to persons other than staff supervisors, system administrators and the individual officers concerned. Staff are routinely made aware of system usage rules and monitoring procedures concerning collection and use of the information.

The records are stored on paper and electronic media. Individuals can obtain information regarding access to their personal information by contacting the Director, Information Management (tel 3224 2469) and the Freedom of Information Co-ordinator (tel 3225 1534).

Location: Information Management Directorate and relevant business areas of the Department.

MINISTERIAL CORRESPONDENCE

Inwards correspondence, that has been addressed to the Minister or his Office staff from the public or other government agencies on a wide array of matters of official business of the Minister's portfolio, may be referred to the Department for consideration and preparation of advice and responses including outward correspondence.

The Department keeps copies of the inwards and outwards documentation in electronic and paper form.

Those records include personal information, which might arise in any subject matter related to portfolio responsibilities. Examples are: names, addresses, personal opinions about public administration matters, occupational and organisational information about persons, complaints and grievances subject matter, and any other matter that the correspondent wishes to convey to the Minister about themselves or personally identifiable third parties in government or amongst the public.

The departmental staff who have access to the ministerial correspondence records are executive and senior officers, administrative staff who process the correspondence and departmental officers on a "need to know basis". The information is not usually disclosed to other persons or organisations.

The records under the control of the Department containing the personal information are retained for periods provided under the standard Retention and Disposal Schedule authorised by State Archives.

Individuals can obtain information regarding access to their personal information in the ministerial correspondence records by contacting the Department's Freedom of Information Co-ordinator (3225 1534).

Location: The Minister's Office; Executive Services Branch's Ministerial Correspondence section of the Department and relevant business units of the Department

FREEDOM OF INFORMATION FILES

The purpose of these records is to process requests under the *Freedom of Information Act 1992*. The personal information on these records may relate to the applicant and/or third parties to whom the application relates.

The Freedom of Information Unit collects database and paper-based files that record the progress, determinations, costs and existence of any applications and internal or external appeals in relation to FOI applications lodged with Department of State Development.

The purpose of these records is to maintain a record of all FOI applications and decisions

Access to personal information is restricted to FOI Unit staff and internal review officers.

It may be forwarded to the Office of the Information Commissioner if an application for review is received by that office.

The records are kept in accordance with the standard retention and disposal schedule issued by Queensland State Archives under the *Libraries and Archives Act 1988*.

PHOTOGRAPHS

Various business units within the Department of State Development hold photographs which are used mostly for promotional purposes, for example, in advertisements, brochures, publications and invitations.

These photographs may contain individuals in the subject matter.

For the most part the identities of these individuals are not known to the Department of State Development. The identity of some of these individuals may reasonably be ascertained by third parties and as such these photographs could constitute personal information.

The Department of State Development routinely discloses photographs to the public, for example, in brochures, advertisements, publications and invitations and to other State government departments for similar purposes.

The photographs held are generally accessed by personnel within the Department of State Development although access to these photographs is not usually restricted to any particular person within the Department.

The Department of State Development does not generally dispose of these photographs.

MAIL OUT AND CONTACT DATABASES

Notwithstanding any disclosure details contained in Appendix D, the Department of State Development may from time to time allow other State government departments and agencies to access databases (and hard copy materials) containing personal information for the purpose of allowing other State government departments or agencies to use contact information contained on those databases (and hard copy materials) for brochures, invitations, publications and general information mailouts.

APPENDIX D

Records containing Personal Information Relating to Business and Service Delivery Functions of the Department

For the purposes of Appendix D, each database currently identified¹ (other than generic records or public registers) is listed under one of the following categories:

1. Client Service Strategies and Planning (reporting to the Assistant Director-General, Client Service Strategies and Planning)
2. Business and Trade (reporting to the Deputy Director-General, Business and Trade)
3. Development and Infrastructure (reporting to the Deputy Director-General, Development and Infrastructure)
4. Strategies (reporting to the Executive Director, Strategies).

¹ Other than generic records (mostly Corporate Management records) which are listed in Appendix C and public registers which are listed under **Public Registers** in the Privacy Plan.

1. BUSINESS UNIT - CLIENT SERVICE STRATEGIES AND PLANNING

Unit: Corporate Communications

Location: Client Services, Strategies and Planning

Function:

Marketing and communications activities for Department of State Development ("the Department")

What Personal Information Records (electronic and paper) does Corporate Communications collect?

- Names, addresses and phone numbers in electronic databases
- Names and addresses of members of the Departmental website – SmartSite (there is a Privacy Statement on the site)

Why does Corporate Communications collect, use and disclose these personal information records?

The purpose of these records is for:

Databases:

- Mail outs for departmental promotional material (eg SD business magazine)
- Invitations to Departmental events (eg Premier of Queensland's Export Awards)

SmartSite:

Member details may be retained and used for the following purposes:

- administrative and operational purposes
- to deliver superior web services
- to market web services
- to prevent any unauthorised access to member details
- to make recommendations to members about other services the Department offers that may be of interest to you
- to comply with any applicable laws and/or regulations
- for such further and other lawful uses in connection with the Department's activities consistent with the Privacy Statement.

Who does Corporate Communications routinely disclose these records to?

Records are not ordinarily disclosed to the public or any other departments.

The following departmental staff have access to the records:

Databases:

All staff in the Corporate Communications Branch

SmartSite:

The web team in Corporate Communications

Unit:	International Operations, Brisbane
Location:	Level 21, 111 George Street, Brisbane
Function:	Primary point of contact for the 10 overseas Queensland Government Trade and Investment offices
What Personal Information Records (electronic and paper) does International Operations collect?	
Professional and Corporate history of individuals, including:	
<ul style="list-style-type: none"> • Client files for active enquiries and projects (company based) including names, addresses – both postal and street, telephone numbers, fax numbers and email addresses of individuals • Email contact lists (separate lists per individual officer) • Individual key contact lists (business cards) • Client Relationship Management System (Phoenix) 	
Why does International Operations collect, use and disclose these personal information records?	
The purpose of these records is to:	
<ul style="list-style-type: none"> • Deliver targeted client services • Ensure effective and efficient use of DSD resources in delivering services • To send out invitations to attend seminars, workshops, Departmental functions • To invite companies and organisations to participate in various projects 	
Who does International Operations routinely disclose these records to?	
QGTIO and Departmental staff	
We ordinarily disclose information to potential trading partners, allied trade and investment facilitation organisations as required.	
No sensitive material (turnover, confidential plans) is released without the client's written consent.	

Unit:	Queensland Government Trade and Investment Offices (QGTIOs)
Location:	Europe, Shanghai, Jakarta, Semarang, Los Angeles, Osaka, Tokyo, Seoul, Hong Kong & Southern China, Taipei
Function:	Overseas offices– trade and investment promotion

What Personal Information Records (electronic and paper) do QGTIO’s collect?

Professional and Corporate history of individuals, including:

- Client files for active enquiries and projects (company based) including names, addresses – both postal and street, telephone numbers, fax numbers and email addresses of individuals.
- Email contact lists (separate lists per individual officer)
- Individual key contact lists (business cards, key AUSTRADE / Invest Australia / State Governments / Foreign Governments)
- IIB client database (London only) which includes the names, addresses – both postal and street, telephone numbers, fax numbers, email addresses and websites (if applicable) of individuals.

Why do QGTIO’s collect, use and disclose these personal information records?

The purpose of these records is to:

- Facilitate trade and investment opportunities for Queensland clients and the State of Queensland.

Who does QGTIO routinely disclose these records to?

QGTIO and Departmental staff

We ordinarily disclose information to potential trading partners, allied trade and investment facilitation organisations as required.

No sensitive material (turnover, confidential plans) is released without the client’s written consent.

Unit:	State Development Centres
Location:	18 locations throughout Queensland as follows. Brisbane, Springwood, Gold Coast, Aspley, Caboolture, Toowoomba, Ipswich, Roma, Mooloolaba, Maryborough, Mackay, Hervey Bay, Bundaberg, Gladstone, Rockhampton, Townsville, Mt. Isa, Cairns
Function:	Provide regional leadership and economic development Services that support the creation of a globally competitive Queensland

What Personal Information Records (electronic and paper) do the State Development Centres collect?

Personal information records are stored in an electronic Client Relationship Management System (called Phoenix), including such records as:

- Name
- Address (both postal and street)
- Email
- Fax
- Telephone
- Pager
- EEO target groups
- Diary Notes that may detail discussions between individuals and the Department.

This information is collected from clients or potential clients, these include:

- Business intenders
- Businesses
- All Queensland Local Authorities
- Any Queensland or Federal Government agency
- Regional economic development organisations
- Incorporated industry associations
- Consulates
- Banks
- Indigenous organisations

Any other organisation that the Department works with in assisting Queensland businesses.

Why do the State Development Centres collect, use and disclose these personal information records?

The purpose of these records is to:

- Deliver targeted client services;
- Ensure effective and efficient use of Departmental resources in delivering services;

- Collect information about the business and economic capabilities of Queensland companies and organisations so that the Department is better able to develop and deliver appropriate products and services;
- To send out invitations to attend departmental seminars and workshops;
- To invite companies and organisations to participate in various projects at a regional level

Who do the State Development Centres routinely disclose these records to?

The following departmental staff have access to all records:
309 departmental staff who are Phoenix users in the Trade Division, all State Development Centres and Business Opportunities Branch of Office of Small Business.

We ordinarily disclose information to:

- All Queensland Local Authorities
- Any Queensland or Federal Government agency
- Regional economic development organisations
- Incorporated industry associations
- Members of the public (not necessarily departmental clients) searching for suppliers, exporters or potential exporters.

Security of Records

1. These records are stored in an electronic Client Relationship Management System (called Phoenix).
2. Only departmental staff who have received user training and have been added to the list of approved Phoenix users are able to see, access and add data to these records.
3. Clients must give permission to the Department for receiving mail outs and to be published on the Department's website.
4. Clients are informed that we may share relevant information about their businesses (not Commercial-in-Confidence data) with other organisations in our efforts to meet their service needs.
5. All personal information and business capability data is available to any departmental staff member who has been given access to use Phoenix.
6. Departmental staff are reminded in Phoenix training sessions that they are bound by the Department's Code of Conduct and cannot share any personal or confidential data about clients without their permission.
7. Departmental staff are also told that it is not departmental policy to supply mailing lists of any description to external organisations.
8. The only information that is available to members of the public is that normally accessible in the "public domain" – company name, address, phone number, web address, fax and the products and services produced or delivered.

2. BUSINESS UNIT – BUSINESS AND TRADE

Unit:	A Fair Go for Queensland – Support Mailbase
Administered by:	Industry Development
Location:	Level 24, 111 George Street, Brisbane
Function:	To promote industry development in Queensland.
What Personal Information Records (electronic and paper) does Industry Development collect:	
Names of individuals and companies who support "A Fair Go for Queensland" initiative, their business addresses, and business contact phone numbers and email addresses.	
Why does Industry Development collect, use and disclose personal information records?	
The purpose of these records is to:	
<ul style="list-style-type: none">• allow contact with "A Fair Go for Queensland" supporters	
Who does Industry Development routinely disclose these records to?	
The following departmental staff have access to the records: MIP Branch	
The information is ordinarily disclosed to any staff inside the department.	

Unit:	AIRGROUP (Aerospace Industry Reference Group)
Administered by:	Industry Development
Location:	Level 24, 111 George Street, Brisbane
Function:	To promote industry development in Queensland.

What Personal Information Records (electronic and paper) does AIRGROUP collect:

The names of individuals and companies who are members of AIRGROUP, company details, business addresses, business contact phone numbers and emails.

Why does AIRGROUP collect, use and disclose these personal information records?

The purpose of these records is to:

- allow contact with AIRGROUP members

Who does AIRGROUP routinely disclose these records to?

The following departmental staff have access to the records: Principal Project Officer

The information is not ordinarily disclosed to others inside or outside the department.

<p>Unit: Business Resource Centre and DSD Bookshop</p> <p>Administered by: Business Information Branch</p> <p>Location: Spring Hill</p> <p>Function:</p> <p>Provisions/sale of information and/or publications to individual clients to assist them to start and operate businesses in Queensland.</p>
<p>What Personal Information Records (electronic and paper) does the Business Resource Centre and the DSD Bookshop collect?</p> <ul style="list-style-type: none"> • Name, address, phone numbers and email addresses of clients who request information/packages/publications to be mailed/provided to them • Details of information/publications provided/sold to individual clients
<p>Why does the Business Resource Centre and the DSD Bookshop collect, use and disclose these personal information records?</p> <p>The purpose of these records is to:</p> <ul style="list-style-type: none"> • Allow information/publications requested by clients to be mailed/supplied to them <p>Who does Business Resource Centre and DSD Bookshop disclose these records to?</p> <p>The following departmental staff have access to the records: IT staff, Trained Business Resource Centre staff with appropriate level of password.</p> <p>The information is disclosed to other staff inside the department at State Development Centres for the purpose of service provision.</p>

Unit: Manufacturing and Industry Programs Branch

Location: Level 24, 111 George St.

Function: Aquaculture industry development activities

What Personal Information Records (electronic and paper) does Manufacturing and Industry Programs Branch collect?

- Names and addresses of companies and company directors that are proposing large scale aquaculture projects.
- Background checks on companies and company directors that are proposing large scale aquaculture projects (completed by the Resource and Information Centre) including
 - What position an individual holds in the company
 - When the company was registered
 - The names of the company directors
 - Media search to see if the company and/or company director/s name has appeared in newspapers, magazines etc and, if so, the text of the article/s is recorded.

Why does Manufacturing and Industry Programs collect, use and disclose these personal information records?

The purpose of these records is to:

- Determine the bona fides of a proponent, particularly those seeking Department of State Development or other Government assistance

Who does Manufacturing and Industry Programs routinely disclose these records to?

We ordinarily disclose information to relevant State Development Centres and Qld Fisheries Service (as required).

The records are not disclosed to the public.

Database:	Members of Red Tape Reduction Taskforce
Administered by:	Business Regulation Reform Unit
Location:	Level 20, 111 George Street, Brisbane
Function:	<p>Improve the regulatory environment for business via the development and implementation of policy initiatives, including the conduct of regulatory reform projects and a policy influence role with Government agencies.</p>
What Personal Information Records (electronic and paper) does Business Regulation Reform Unit collect:	
<ul style="list-style-type: none"> Names, Company or Department, postal address and physical location of business, business phone, fax numbers and email addresses of members of the Red Tape Reduction Taskforce. 	
Why does Business Regulation Reform Unit collect, use and disclose personal information records?	
<p>The purpose of these records is to:</p> <ul style="list-style-type: none"> Allow contact with members of the Red Tape Reduction Taskforce. 	
Who does Business Regulation Reform Unit routinely disclose these records to?	
<p>The following departmental staff have access to the records: Business Regulation Reform Unit Officers</p>	
<p>The information is not ordinarily disclosed to others inside or outside the department.</p>	

Database:	Construction Queensland
Administered by:	Industry Development
Location:	Level 24, 111 George Street, Brisbane
Function:	To promote industry development in Queensland.
What Personal Information Records (electronic and paper) does Construction Queensland collect:	
Names of individual members of the Construction Queensland Board, their company details, business addresses, business contact phone numbers and email	
Why does Construction Queensland collect, use and disclose these personal information records?	
<ul style="list-style-type: none"> • To allow contact with members of the Construction Qld Board 	
Who does Construction Queensland routinely disclose these records to?	
The following departmental staff have access to the records: Principal Project Officer	
The information is disclosed to other staff inside the department to allow contact with Construction Queensland Board members.	

Database:	Queensland Business Licence Centre
Administered by:	Business Information Branch
Location:	Spring Hill
Function:	Provision of information to individual clients about State and Commonwealth Government licences required to operate a business in Queensland.
What Personal Information Records (electronic and paper) does Queensland Business Licence Centre collect:	
<ul style="list-style-type: none"> • Names and addresses of clients who request information packages to be mailed to them; • Details of information provided to individual clients. 	
Why does Queensland Business Licence Centre collect, use and disclose personal information records?	
<p>The purpose of these records is to:</p> <ul style="list-style-type: none"> • Allow information requested by clients to be mailed/supplied to them 	
Who does Queensland Business Licence Centre disclose these records to?	
<p>The following departmental staff have access to the records: IT staff, trained supervisory staff and information officers with appropriate level of password.</p> <p>The information is not ordinarily disclosed to others inside or outside the department.</p>	

Projects:	QeNet Project Tourism Project
Administered by:	Business Strategies Branch
Location:	Level 20, 111 George Street, Brisbane
Function:	Research and provide policy advice on issues affecting the small business sector.
What Personal Information Records (electronic and paper) does Business Strategies Branch collect:	
Names of individuals, business addresses, business contact phone numbers and email addresses of contact persons involved in the QeNet Project and the Tourism Project	
Why does Business Strategies Branch collect, use and disclose personal information records?	
The purpose of these records was to:	
<ul style="list-style-type: none"> • Provide details for contacts of individuals involved in the implementation of these projects 	
Who does Business Strategies Branch routinely disclose these records to?	
The following departmental staff have access to the records: Project Officers, Managers and Director, Business Strategies Branch.	
Information is disclosed to staff of the Minister's Office.	
The information is not ordinarily disclosed to others inside/outside the department.	

<p>Database: (QIDS)</p> <p>Administered by:</p> <p>Location:</p> <p>Function:</p>	<p>Queensland Industry Development Scheme Consultant Database</p> <p>Industry Development</p> <p>Level 24, 111 George Street, Brisbane</p> <p>To record details of approved consultants involved in industry development.</p>
<p>What Personal Information Records (electronic and paper) does Industry Development collect:</p> <p>Names of individuals who are approved consultants, their qualifications, their professional memberships, their affiliations and skills.</p>	
<p>Why does Industry Development collect, use and disclose personal information records?</p> <ul style="list-style-type: none"> • To allow contact with approved consultants involved in industry development • Departmental State Development officers use this database to provide potential clients with details of registered consultants matching their needs. • It provides a marketing tool for approved consultants who wish to be promoted. <p>Who does Industry Development routinely disclose these records to?</p> <p>The following departmental staff have access to the records: Project Support Officer has access to the database.</p> <p>The information is disclosed to members of State Development Centres and on occasion, other government departments. It provides a pool of consultants that State Development Centre staff can recommend.</p>	

Unit:	Queensland China Council
Administered by:	Trade Division
Location:	19 Floor 111 George St, Brisbane
Function:	To promote trade between Queensland and China.

What Personal Information Records (electronic and paper) does Queensland China Council collect:

Names of members of the Queensland China Council, business postal addresses, and business phone numbers

Why does Queensland China Council collect, use and disclose personal information records?

The purpose of these records is to:

- Allow contact with Council members to allow them to fulfil their roles on the Council

Who does Queensland China Council routinely disclose these records to?

The following departmental staff have access to the records: Executive Officer, Chairman, Members.

The information is not ordinarily disclosed to others inside or outside the department.

Database:	Queensland Electronics Industry Listing
Administered by:	Industry Development
Location:	Level 24, 111 George Street, Brisbane
Function:	To promote industry development in Queensland.

What Personal Information Records (electronic and paper) does Queensland Electronics Industry Listing collect:

This Industry Capability database contains company details, what the capabilities of the companies are, business addresses, business contact numbers and email addresses for the company.

The only personal information stored is the name of the company executive or company contact name.

Why does Queensland Electronics Industry Listing collect, use and disclose personal information records?

- To allow contact with Queensland Electronics Industry representatives

Who does Queensland Electronics Industry Listing routinely disclose these records to?

The Principal Project Officer has access to make additions and changes to the records.

All information is available to other staff members and the public.

Unit:	Queensland Food Industry Council
Database:	Database of Members
Administered by:	Food & Meat Industries Taskforce, DSD
Location:	8 th Floor, Education House, 30 Mary Street, Brisbane
Function:	To develop the Queensland food industry.
What Personal Information Records (electronic and paper) does Queensland Food Industry Council collect:	
Names of members of the Queensland Food Industry Council, their business addresses, business phone, fax and mobile phone numbers and email addresses	
Why does Queensland Food Industry Council collect, use and disclose personal information records?	
The purpose of these records is to:	
<ul style="list-style-type: none"> - enable postage of agendas, minutes and other relevant Council material to Council members - allow other industry participants to invite Council members to industry functions 	
Who does Queensland Food Industry Council routinely disclose these records to?	
The following departmental staff have access to the records: Executive Director and secretariat of Queensland Food Industry Council.	
Authorisation must be given by the Secretary for this information to be disclosed to anyone else.	

Database:	Queensland Marine Industries Capability List
Administered by:	Queensland Marine Industries Taskforce, DSD
Location:	Level 24, 111 George Street, Brisbane
Function:	To develop the Queensland marine industry.
What Personal Information Records (electronic and paper) does Queensland Marine Industries Taskforce collect:	
Names of representatives of Queensland Marine Industries, their company position, business telephone and fax numbers and email addresses.	
Why does Queensland Marine Industries Taskforce collect, use and disclose personal information records?	
The purpose of these records is to:	
<ul style="list-style-type: none"> - Provide a profile of the Qld Marine Industry to assist in developing an industry strategy. - Collection of marine industry statistics by the Australian Bureau of Statistics stopped in early 1990. - The information is used for mail, email and phone contact with the companies. 	
Who do Queensland Marine Industries Taskforce routinely disclose these records to?	
The following departmental staff have access to the records: Taskforce staff, secretariat	
Being entered into the Phoenix database by State Development Centres.	
Information will not be provided for marketing lists. The information may be disclosed by the Marine Industries Taskforce based on demonstrated need.	

<p>Unit: Queensland Small Business Advisory Council</p> <p>Administered by: Business Strategies Branch</p> <p>Location: Level 20, 111 George Street, Brisbane</p> <p>Function: Research and provide policy advice on issues affecting the small business sector.</p>
<p>What Personal Information Records (electronic and paper) does Queensland Small Business Advisory Council collect:</p> <p>Resumes of prospective members of the Queensland Small Business Advisory Council</p>
<p>Why does Queensland Small Business Advisory Council collect, use and disclose personal information records?</p> <p>The purpose of these records is to:</p> <ul style="list-style-type: none"> • Provide details for ministerial decision making on membership of the QSBAC <p>Who does Queensland Small Business Advisory Council routinely disclose these records to?</p> <p>The following departmental staff have access to the records: Project Officers, Managers and Director, Business Strategies Branch.</p> <p>Information is disclosed to Minister's Office, Director, Business Strategies Branch, Minister's Officer, Manager, Policy and Strategies, QSBAC Secretary</p> <p>The information is not ordinarily disclosed to others inside/outside the department.</p>

Unit:	SmartLicence team
Administered by:	Business Information Branch
Location:	Spring Hill
Function:	Accepting and processing government licence application forms for the operation of business in Queensland.

What Personal Information Records (electronic and paper) does SmartLicence team collect:

- Names and addresses of licence applicants and licence holders
- Other details as required by application forms (eg date and place of birth of applicant is required to apply for a Registration of a Business Name).

Why does SmartLicence team collect, use and disclose personal information records?

The purpose of these records is to:

- Allow normal business processes of the unit to take place
- Meet legislative requirements for keeping records of licence applicants and licence holders.

Who does SmartLicence team routinely disclose these records to?

The following departmental staff have access to the records: executive and senior management, supervisors and administrative staff of the unit and other staff members on a “need to know” basis for carrying out unit functions.

SmartLicence team ordinarily discloses personal information to other State Government Agencies who administer the legislation governing particular licence application forms which Business Information Branch collect on their behalf under Memoranda of Understanding.

<p>Unit: Sydney Olympic 2000 Taskforce Company Database</p> <p>Administered by: Business Opportunities Branch</p> <p>Location: Level 20, 111 George Street, Brisbane</p> <p>Function:</p> <p>Provide contact points from companies which won business related to the Olympic Games.</p>
<p>What Personal Information Records (electronic and paper) does Sydney Olympic 2000 Taskforce collect:</p> <p>Names of contacts only, their position in the company, business addresses, titles, business phone and fax numbers and email addresses of contact persons in companies.</p>
<p>Why does Sydney Olympic 2000 Taskforce collect, use and disclose personal information records?</p> <p>The purpose of these records was to:</p> <ul style="list-style-type: none"> • Allow contact with representatives of companies for client service purposes. <p>The database identifies Queensland companies that provided goods or services to the Sydney Olympics 2000 and is still used as a point of reference for departmental staff.</p> <p>Who does Sydney Olympic 2000 Taskforce routinely disclose these records to?</p> <p>This information is only available for departmental staff. It is not updated and eventually will become obsolete.</p> <p>Up to date information identifying Queensland companies that provided goods or services to the Sydney Olympics will be recorded on the Phoenix database.</p>

3. DIVISION – DEVELOPMENT AND INFRASTRUCTURE
(under the responsibility of the Deputy Director-General,
Development and Infrastructure)

Unit: Commercial Advisory Services

Location: Floor 11, Executive Building
100 George Street, Brisbane

Function:

To provide commercial and economic advisory services as well as project and contract management services. Key functions include:

- Commercial evaluation of major project proposals;
- Due diligence of project proponents;
- Reviews of request for Government assistance;
- Contract management of long-term contracts between the private sector and the State; and
- Due diligence and policy evaluation of investment proposals referred to Queensland
By the Foreign Investment Review Board

What Personal Information Records (electronic and paper) does Commercial Advisory Services collect?

Commercial Advisory Services (CAS) collects, stores and uses the following personal information:

- Professional and corporate history of individuals:
 - Work history and experience;
 - Previous dealings with Government;
 - Capability in respect of defined projects;
 - Directorships;
 - Associations with industries, companies and projects and other individuals; and
 - Bankruptcy and insolvency.

In general, the information collected is dependent upon:

- Terms of reference of the due diligence; and
- Information available from the sources.

Why does Commercial Advisory Services collect, use and disclose personal information records?

The purpose of these records is to:

- Respond to requests received from clients such as the Minister, Director-General, and operational areas of the Department for due diligence in relation to:

- Project proposals;
- Requests for Government assistance;
- Companies (and directors, managers and associates); and
- Individuals.

Due diligence involves analysing the facts associated with a project/request, with a view to verifying the party/proposal, and confirming the accuracy of representations. Personal information may be collected as part of conducting any due diligence review either as a direct requirement of the due diligence, or as an indirect consequence of the due diligence. Personal information may form only a part of the due diligence review.

Due diligence activities are carried on as part of the risk management obligations of the *Financial Administration and Audit Act* and the Financial Management Standards.

The personal information collected is used in:

- Briefing notes (including meeting briefs);
- Assessments of capability in respect of a project or proposal;
- Assessment of assistance requests
- Assessments of technical, financial and managerial viability or capability in respect of a project or proposal; and
- Responses to correspondence from persons [and others].

Who does Commercial Advisory Services routinely disclose these records to?

The following departmental staff have access to the records: executive and senior management (where required), all Divisional staff, and whoever the due diligence or assessment/briefing is provided to.

We ordinarily disclose personal information to officer/s who requested the work be undertaken which may be the Premier, Minister, Executive and senior management or other divisions within the Department and consult/liaise with other Departments as required.

<p>Unit: Infrastructure Partnerships Taskforce</p> <p>Location: Floor 5, Executive Building 100 George Street, Brisbane</p> <p>Function:</p> <p>To plan and facilitate the provision of strategic infrastructure, including the development of policies and strategies to encourage private sector provision of infrastructure by:</p> <ul style="list-style-type: none"> - Preparing an Annual State Infrastructure Plan, including the identification of Infrastructure projects suitable for provision in whole or in part by the private sector; - Preparing regional infrastructure plans; and - Undertaking research into major economic development opportunities and their Infrastructure requirements.
<p>What Personal Information Records (electronic and paper) does Infrastructure Partnerships Taskforce collect:</p> <p>The State Infrastructure Plan Taskforce collects, stores and uses names and addresses of stakeholders (and their comments on the Draft State Infrastructure Plan documents that were released for consultation).</p>
<p>Why does Infrastructure Partnerships Taskforce collect, use and disclose personal information records?</p> <p>The purpose of these records is to build a database of stakeholders to facilitate public consultation on the State Infrastructure Plan.</p>
<p>Who does Infrastructure Partnerships Taskforce routinely disclose these records to?</p> <p>The following departmental staff has access to the records: all Project Officers working on the State Infrastructure Plan.</p> <p>The information is not ordinarily disclosed to others outside the department, however it is generally passed onto other related areas within the Department.</p>

Unit: Investment

Location: Executive Building
George Street, Brisbane

Function:

To attract major domestic and international firms to Queensland and manage reinvestment through:

- Ongoing identification of industry sectors in which Queensland has a competitive advantage;
- Conducting proactive investment attraction initiatives; and
- Encouraging job retention and reinvestment by companies already established in Queensland.

To administer the Queensland Investment Incentives Scheme, for the purposes of attracting new investment to Queensland.

To work with local firms to assist them to become “investor ready” and attract venture capital.

What Personal Information Records (electronic and paper) does Investment collect:

Investment collects, stores and uses the following personal information, in relation to the administration of the Queensland Investment Incentives Scheme:

- Professional and corporate history of individuals including matters such as:
 - Work history and experience;
 - Previous dealings with Government;
 - Capability in respect of defined projects;
 - Previous dealings with Government;
 - Capability in respect of defined projects;
 - Directorships;
 - Associations with industries, companies and projects and other individuals;
 - Bankruptcy and insolvency; and
 - The number of existing investors in the State (for the purpose of maintaining regular contact).

In general, the information collected is dependent upon:

- Terms of reference of the due diligence;
- Information available from the sources; and
- Target sectors for investment and the companies operating in those sectors.

Investment also collects and stores the following information:

- Names of companies operating in target investment sectors or companies that have established new investment projects in the State;

- Names and contact details of Chief Executive Officers of the aforementioned companies;
- Number of people employed by the aforementioned companies

Why does Investment collect, use and disclose personal information records?

The purpose of these records is to respond to requests received from clients such as the Minister, DG, and operational areas of DSD for due diligence in relation to:

- Proposed and existing industries;
- Projects;
- Companies (and directors, managers and associated); and
- Individuals.

Personal information may be collected as part of conducting any due diligence review either as a direct requirement of the due diligence, or as an indirect consequence of the due diligence. Personal information may form only a part of the due diligence review. (Due diligence activities are carried on as part of the risk management obligations of the *Financial Administration and Audit Act* and the *Financial Management Standards*)

Personal information (ie name, position, contact details etc) is maintained on internal files for the purpose of maintaining 'aftercare' relationships with clients and for future investment marketing purposes.

The personal information collected is used in:

- Briefing notes (including meeting briefs);
- Assessments of capability in respect of a project or proposal; and
- Assessments of technical, financial and managerial viability or capability in respect of a project or proposal.

Who does Investment routinely disclose these records to?

The following departmental staff has access to the records:

- Executive and senior management (where required), all Divisional staff.

The information is not ordinarily disclosed to others inside or outside the department

We ordinarily disclose personal information to officer/s who requested the work to be undertaken which may be the Premier, Minister, executive and senior management or other divisions within the department.

<p>Unit: Major Projects Facilitation Division</p> <p>Location: Floor 3, Executive Building 100 George Street, Brisbane</p> <p>Function:</p> <p>To facilitate major private sector projects.</p> <p>1.1. To plan and deliver Government development projects and industrial land</p> <p>1.2. To facilitate infrastructure project opportunities</p>
<p>What Personal Information Records (electronic and paper) does Major Projects Facilitation Division collect:</p> <p>Names and contact details of project proponents, employees and advisers, including the professional and corporate history of individual as disclosed in documents lodged by proponents and consultants;</p> <p>Names and contact details of persons responding to public consultation or planning processes managed by the Major Projects Facilitation division on behalf of project proponents or the State – these persons may provide other personal information as part of their response to the public consultation process.</p>
<p>Why does Major Projects Facilitation Division collect, use and disclose personal information records?</p> <p>The purpose of these records is to:</p> <ul style="list-style-type: none"> – Enable contact with project proponents and others for project facilitation and development purposes; and – Collect comments from individuals and others as part of public consultation and/or State Government planning processes which may be provided to relevant project proponents and associated consultants for response.
<p>Who does Major Projects Facilitation Division routinely disclose these records to?</p> <p>The following departmental staff have access to the records: executive and senior management (where required), divisional staff, and other departmental staff where required.</p> <p>The information associated with specific projects may be disclosed to relevant project proponents and associated consultants.</p> <p>In addition, information collected as part of an Environmental Impact Statement may also be disclosed to other State agencies, as well as Commonwealth and Local government agencies. Environmental Impact Statement documentation may also be lodged with various libraries, such as the State Library, to be preserved for posterity.</p>

4. DIVISION – STRATEGIES

<p>Unit: Strategies Division</p> <p>Location: Level 25, 111 George Street, Brisbane, 4000</p> <p>Function:</p> <p>Our function is to contribute to the sustainable development of the State through provision of policy expertise, advice and coordination, scenario and strategic planning and the identification of emerging opportunities.</p>
<p>What Personal Information Records (electronic and paper) does Strategies Division collect:</p> <p>The Division collects, stores and uses the following personal information:</p> <ul style="list-style-type: none">• Names• Addresses• Position Titles• Telephone numbers <p>(for people who contribute in various advisory capacities to the work of the Division)</p>
<p>Why does Strategies Division collect, use and disclose personal information records?</p> <p>The purpose of these records is to:</p> <ul style="list-style-type: none">• Provide support to the Director and Minister for participation in various meetings.
<p>Who does Strategies Division routinely disclose these records to?</p> <p>The following departmental staff have access to the records: Staff of Strategies Division.</p> <p>These records are also shared with Premier’s Department but no other department.</p>