

## Your Personal Information

Personal information is defined as any information that would allow a person to be identified and may include your name and address, signature, date of birth, current and previous addresses, contact phone numbers, email address, bank account or credit card information.

The information does not have to clearly identify a person. It need only provide sufficient information to lead to the identification of a person. It covers information held in paper or electronic records, including images and sounds.

Providing us with your personal information is important to ensure we provide to you the services you require.

In the course of being a council and providing services within the Cassowary Coast there are times when your personal information is required in order to perform a service or administer a responsibility. This document will summarise the types of personal information held and how it is used.

### How we collect personal information

We collect personal information in a number of ways:

- Directly from you – verbal, written or electronic form.
- From other government agencies.
- From publicly available sources of information.
- From third parties such as government departments.

### What personal information do we hold?

Council has various working areas that collect, use, store and disclose personal information as required and authorised by law. The types of personal information collected include items such as name, date of birth, address, photographs, videos, car registration, email address, pension number, and Medicare number. This information is generally obtained directly from the individual concerned at which time we provide details of why the information is being requested.

The personal information that has been collected is generally stored in Council databases or in hardcopy. We take precautions to protect personal information against loss, unauthorised access, use, modification, disclosure, or other forms of misuse. We collect personal information only when required in order to provide a service or to administer a responsibility.

All personal information is collected in accordance with the *Information Privacy Act 2009* and in compliance with the Information Privacy Principles. Your personal information will not be given to any other person or agency unless you have given us permission, or we are required by law.

Following is information about areas within Council that collect, use and store personal information.

### How do we use your personal information?

Council has a number of responsibilities and often requires access to personal information in order to provide services to the public. Some of the main functions carried out and the associated use of personal information include:



## **Libraries**

The libraries provide lending services which require that users provide some essential contact information including their name and address, and further contact details such as email address and telephone number. This enables the libraries to provide information and services to users including borrowing, newsletters, onsite computer booking and access to print queues.

## **Facilities**

This area provides access to a range of Council services including tourist parks, community venues, parks and cemeteries. Booking access to some of these venues requires the collection of personal information from the person making the booking and can also include the payment of a fee for service and/or a refundable bond which must be held in trust, both of which must be officially receipted, requiring access to some personal information.

## **Regulatory Services**

The services provided by this area are many and varied. They include animal management, parking, licensing, approvals and food safety training. Personal information is required in relation to all of these functions. As some of these services are provided in accordance with Local Laws they will include a decision from an appropriate Council employee, including the decision that an infringement of a Local Law has occurred and the issuing of a notice to show cause or pay a fine. Enough personal information is required to investigate complaints, make decisions, and review decisions already made. In some cases, personal information will be provided to another area if someone else needs to be involved in order to investigate a complaint or review a decision.

## **Open Spaces**

There are a range open spaces and parks available for public use. Some personal information may be required when making bookings for events in parks and foreshore areas. Some of these activities require that a booking be made at which time some personal information will be requested.

## **Waste and Resource Recovery**

This area manages the regular collection of waste, including from the curb side at residential premises. If you have any issues with this service you will need to provide some personal information, such as your name, address and contact number; for example, you may need a new bin or your bin may not have been emptied. Bins are also emptied from public places. If you were to report an issue with a public bin you may also be requested to provide some personal information, such as your name and a contact number.


## **Water and Wastewater**

As part of the billing system for supply of water there are some items of personal information that are required, such as your name and address. If you ring to report an issue, such as a burst pipe, you may also be asked to provide some personal information. When a new water connection is made, we will also require some personal information to be supplied. This information is used for the supply, maintenance and billing of services provided.

## **Planning and Development**

There are a number of aspects relating to planning and development activities which require that personal information be supplied to Council. There are decisions made in relation to development applications; information relating to conditions of a development approval; unlawful uses found to be occurring on a property; lack of compliance with conditions of an approved development. All of these include some personal information. Because these types of records, as well as containing some

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personal information, also contain information about property, particularly as it relates to approvals for development, it is available to the public through a rates search.

### **Online Information**

Council offers a number of newsletters which you can subscribe to, that provide information about a range of services and activities that may be of interest. When you subscribe to one of these newsletters we ask you to provide some personal information, which is used only in connection with the newsletter you have requested to have delivered to your email address.

You may also like to register online for information about upcoming events. This will also require that you provide some personal information, which is used only in connection with provision of the information you have requested.

There are some services which you can access online and may require that you go through a registration process where some personal information will be requested. This will only be used in connection with the specific online service you are.

### **How long do we keep personal information?**

Most personal information is only kept for a limited period of time. For example, if you have applied for a job with Council and been unsuccessful your personal information about that application will only be kept for a maximum of 3 years. Other information is kept for different periods of time based on retention and disposal schedules published by Queensland State Archives.

### **Help us to ensure we hold accurate information**

Council takes all reasonable precautions to ensure the personal information it collects, uses and discloses is accurate, complete and up to date. However, the accuracy of that information depends to a large extent on the information you provide. That's why council recommends you keep them up to-date with changes to your personal information.

### **You can access your personal information**

You are able to access information held by council about you under the *Information Privacy Act 2009* by filling in the appropriate form and returning it to council. There are no application fees for lodging this request.

Further details and application forms re Right to Information and Information Privacy are available on our website at [www.cassowarycoast.qld.gov.au](http://www.cassowarycoast.qld.gov.au) or by contacting Council's Governance, Risk & Performance Department on 1300 763 903.

### **Further Information**

For further information contact Council at 1300 763 903 or email [enquiries@cassowarycoast.qld.gov.au](mailto:enquiries@cassowarycoast.qld.gov.au)