

QPP Privacy Policy

Reference number	PRI.001
Document owner	Manager, Privacy and Right to Information
Contact details	rtiandip@desbt.qld.gov.au
Effective date	1 July 2025
Next review	1 July 2027

1. Purpose

The purpose of this document is to commit the department to the open and transparent management of personal information and provide an overarching approach for the management of personal information in accordance with the requirements of the *Information Privacy Act 2009* (Qld).

2. Scope

This policy applies to all employees working for the department regardless of whether they are permanent, temporary, full-time, part-time or casual employees and/or on secondment from another department. It also applies to non-employees including contractors, students gaining work experience and volunteers. For the purposes of this policy, the term contractor includes temporary labour services (agency staff).

3. Key definitions

'*Personal information*' means information or an opinion about an identified individual or an individual who is reasonably identifiable from the information or opinion.

'*Sensitive information*', includes personal information about an individual's racial or ethnic origin, political or religious opinions or affiliations, membership of professional or trade associations or trade unions, sexual orientation or practices, criminal record, or health information.

4. Principles

4.1 Collection, use, disclosure of personal information.

The department is committed to collecting, using and disclosing personal information in accordance with the [Information Privacy Procedure](#).

4.2 Personal information collected and held by the department

The department collects and holds personal information such as names, contact details, ages, dates of birth, signatures, education and training records and qualifications about apprentices, trainees and other customers.

It may also collect and hold audio recordings of phone conversations, bank details, the names and signatures of parents or guardians, health information and limited information about an individual's racial or ethnic origin to assess eligibility for subsidies or programs.

The department collects this information from training or employment organisations and uses the information for the purpose of providing funding and/or regulation. The department may also use the information for the publication of statistics, marketing, and other research.



The department also collects and holds the personal information of its employees (or individuals who apply to become employees), including their previous work history and qualifications, their contact information, ages, and (if supplied) information about their racial or ethnic origin, sexual orientation, health information. The department also conducts checks on employees' criminal histories and maintains registers of overseas travel done for work purposes, and gifts and benefits received by employees.

The purpose of collecting and holding this information is to enable the department to recruit and pay its staff, fulfil its work health and safety obligations, monitor the diversity of the office, and ensure that staff are complying with legal requirements.

4.3 Privacy Impact Assessments

The department is committed to conducting privacy impact assessments where practicable, in accordance with the [Privacy Impact Assessment Procedure](#) when it proposes a project that may affect its personal information handling practices.

4.4 Mandatory data notification breaches

The department has a [Data Breach Policy](#) and commits to maintaining the currency of the [Eligible Data Breach Register](#).

4.5 Disposal of personal information

To reduce the risks that personal information is misused, the department is committed to the proper disposal of personal information in a timely fashion after they can be lawfully disposed of. Most documents held by the agency must be kept for a minimum of 7 years.

5. Guide to the department's approach to privacy

5.1 Will the department collect or hold your personal information?

The department may collect or hold your personal information you have had dealings with the department (directly or indirectly) in its delivery of key government employment, education, or training programs.

The department is unlikely to hold your sensitive information, unless you have had dealings with the department (directly or indirectly) on that basis.

5.2 How does the department collect your personal information?

The department will, where reasonable and practicable, collect your personal information directly from you, or from someone else if you have consented. If the department receives your personal information unprompted, we will make reasonable attempts to notify you depending on the circumstances.

See the [Information Privacy Procedure](#) for more details.

5.3 Can you remain anonymous or pseudonymous?

If you would like to remain anonymous or pseudonymous when dealing with the department, please advise us. Depending on the circumstances, this may not be possible.

See the [Information Privacy Procedure](#) for more details.

5.4 Will your personal information go overseas?

Your information is not likely to go overseas.

5.7 How can you access your personal information?

If you would like to access your personal information, you can request it administratively under the [Administrative Access Procedure](#).

If it is not possible to obtain access to the information administratively, you can submit an access application under the *Right to Information Act 2009* (Qld) by emailing rtiandip@desbt.qld.gov.au

5.8 How can you amend your personal information?

If you would like to amend your personal information, you can request the amendment under the [Administrative Amendment Procedure](#).

If it is not possible to amend the information administratively, you can submit an amendment application under the *Right to Information Act 2009* (Qld) by emailing rtiandip@desbt.qld.gov.au

5.9 How do you make a complaint about a breach of your privacy?

If you believe the department has breached your privacy, please email rtiandip@desbt.qld.gov.au. Your complaint will be handled in accordance with the [Privacy Complaint Procedure](#).

The department has 45 business days (approximately 9 weeks) to respond to your complaint but will endeavour to respond before then.

6. Responsibilities

Role	Responsibilities
Director-General	<ul style="list-style-type: none"> Establishment of an open and transparent approach to personal information handling
Deputy Directors-General	<ul style="list-style-type: none"> Ensure employees under their supervision are aware of this policy
Employees	<ul style="list-style-type: none"> Undertake training on this policy upon commencement and annually thereafter Handle personal information in accordance with this policy and the Information Privacy Procedure
Privacy Officer	<ul style="list-style-type: none"> Review this policy. Provide advice and guidance on this policy to employees and members of the public

7. Human Rights Capability

The department is committed to respecting, protecting and promoting human rights. Under the *Human Rights Act 2019*, the department has an obligation to act and make decisions in a way that is compatible with human rights and, when making a decision, to give proper consideration to human rights.

Most relevantly, the department must ensure it does not unlawfully or arbitrarily interfere with your privacy or that, if it does so, it does so in a way that is reasonable and justifiable. This policy is designed to ensure that the department will act and make decisions in accordance with the *Information Privacy Act 2009* (Qld) and as consistently across the department as practicable. To the extent that the policy limits the right to privacy, it does so consistently with applicable legislation and the practical requirements of administering that legislation.

For further information on human rights, see:

- [QHRC: Queensland Human Rights Commission](#)
- [Human rights | For government | Queensland Government](#)

8. References

- [Information Privacy Act 2009 \(Qld\)](#)
- [Human Rights Act 2019 \(Qld\)](#)
- [Right to Information Act 2009 \(Qld\)](#)
- [Public Sector Act 2022 \(Qld\)](#)
- [Public Records Act 2023 \(Qld\)](#)
- [Queensland Government information security classification framework](#)
- [Queensland Government general retention and disposal schedule](#)
- [Information Privacy Procedure](#)
- [Data Breach Policy](#)
- [Privacy Complaint Procedure](#)
- [Administrative Access Procedure.](#)
- [Administrative Amendment Procedure](#)
- [Privacy Impact Assessment Procedure](#)

9. Further information

For further information or clarification, please contact the Manager, Privacy and Right to Information.

10. Document control

Review frequency			Biennial			
Supersedes			LS.03			
Version	Issue date	Reason	Author	Approver	Date of Approval	Ref
1.0	01/07/2025	Initial release	Manager, Privacy and Right to Information	Director-General		