



Gladstone Economic and
Industry Development Board

GEIDB PRIVACY PLAN

Version History

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1. Forward

The Queensland Government introduced a privacy scheme on 10 September 2001. The scheme addresses community concerns about unauthorised use of personal information and ensures Queensland Government agencies such as the Gladstone Economic and Industry Development Board (GEIDB) respect the personal information collected on its customers and employees.

The scheme, which is being implemented by administrative rather than by legislative process, is based on privacy principles that apply to Commonwealth Government agencies and the private sector under the Commonwealth *Privacy Act 1988*. The scheme regulates how personal information is collected, stored, used and disclosed. The aim is to protect both electronic and printed personal information about people from being lost, misused or inappropriately modified or disclosed.

The purpose of this privacy plan is to provide our customers and employees with a better understanding of the GEIDB's privacy responsibilities.

All GEIDB employees dealing with personal information are expected to comply with the principles outlined in this plan.

Dr Ken King
Chief Executive
Gladstone Economic and Industry Development Board

24 June 2005

2. Introduction

2.1 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 business. The scheme, approved by Cabinet on 10 September 2001, addresses community concerns about unauthorised use of personal information and ensures public sector (government) agencies such as the Gladstone Economic and Industry Development Board (GEIDB) respect the personal information collected on its customers and employees.

The Government's policy on privacy is regulated by Information Standard 42 (IS 42). The standard provides specific guidelines regarding 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 legislative process, 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 (IPPs) have been adapted from that federal legislation to form the basis of the Queensland scheme.

2.2 Definition of 'Personal Information'

IS 42 is concerned with *personal information*. *Personal information* for the purposes of IPPs 6 and 7 is limited to information concerning an individual's *personal affairs* in the way that phrase has been interpreted in the Queensland *Freedom of Information Act* 1992.

Personal information for all other IPPs is defined to mean "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".

2.3 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](#).

2.4 Exemptions to IS 42

There are two sets of exemptions to IS 42:

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

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

3. Overview of the Privacy Plan of the GEIDB

3.1 Profile – Gladstone Economic and Industry Development Board

The Gladstone Economic and Industry Development Board (GEIDB) is a project board pursuant to the Queensland *State Development and Public Works Organisation Act 1971*. The Board has been established to promote and facilitate ongoing investment in the Gladstone State Development Area (GSDA), some 21,000 hectares of land for large-scale industry that is located 15 kms to the northwest of Gladstone.

The GEIDB's regulatory functions include the implementation of a development scheme, management strategy and marketing plan to facilitate targeted investment, infrastructure and industry establishment on the GSDA and the provision of advice to the Queensland Government on matters relating to the establishment of infrastructure, the potential for the development of industry, promotion and marketing and economic development within the Gladstone Region.

The GEIDB works closely with the Queensland Government and is committed to facilitating the economic development of the Gladstone Region as a world-class major export hub for light metals, resource processing and chemical industries.

This privacy plan takes account of the diverse range of functions of the GEIDB's various activities. Details of how the GEIDB performs these functions can be found in the GEIDB Corporate Plan and the Annual Report, available from www.gladstoneindustry.org.au.

3.2 Purpose of the Privacy Plan

The GEIDB values the importance of the privacy of individuals. The GEIDB understands the need for information privacy control and is aiming to responsibly and transparently collect and manage any personal information that it holds.

The GEIDB is committed to complying with IS 42 and to protecting the privacy of its customers and employees. The GEIDB 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 GEIDB.

This Privacy Plan aims to:

- assist members of the public to understand how personal information is managed by the GEIDB and how they can seek assurance that privacy of their personal information is maintained by the GEIDB in its activities;
- inform GEIDB staff who deal with personal information so as to assist them to understand the implications of IS 42 and the GEIDB's commitment towards privacy requirements; and
- provide a strategic overview for achieving compliance by the GEIDB, in implementing IS 42.

3.3 Annual review of the Privacy Plan

The GEIDB's Privacy Plan was prepared in consultation with Administrative Law from the Department of State Development and Innovation. 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 Board of the GEIDB and will be reviewed and updated annually.

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

The GEIDB's Review Timetable is set out in section 6.

3.4 Legislation

An organisation is required to list in its Privacy Plan the legislation it administers. The GEIDB does not administer any legislation, but is required to comply with the following state and federal legislation, which may supersede the IPPs:

- *Crimes and Misconduct Act 2001*
- *Financial Administration and Audit Act 1977*
- *Financial Management Standard 1997*
- *Freedom of Information Act 1992*
- *Income Tax Assessment Act 1936 (as amended) (Commonwealth)*
- *Libraries and Archives Act 1988*
- *Privacy Act 1988 (Commonwealth)*
- *Public Records Act 2002*
- *Public Service Act 1996*
- *State Development and Public Works Organisation Act 1971*
- *Superannuation (State Public Sector) Act 1990*
- *Whistleblowers Protection Act 1994*
- *Workcover Queensland Act 1996*
- *Workplace Health and Safety Act 1995*

The GEIDB's governing legislation is the *State Development and Public Works Organisation Act 1971*.

4. Information Held by the GEIDB

The extent of the personal information collected, stored and used by the GEIDB is outlined below. Staff are issued with a privacy brochure to remind them about compliance with the privacy principles. They are aware that any personal information retained must be stored securely, and not lost, modified, wrongly disclosed or otherwise misused. The GEIDB has the added security of requiring electronic key code entry to the office premises.

The GEIDB holds electronic and paper records containing personal information which can broadly be divided into two classes. The GEIDB's information technology system is user name and password protected.

Appendix C is a digest of all generic corporate services records, including the categories of personnel records (payroll, performance appraisals, travel, training, recruitment etc), financial management information system (expenditure and revenue) and information systems personal information (internal and external electronic transactions). There is a commonality amongst these records across various business areas of the GEIDB 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 GEIDB.

The *Public Records Act 2002* governs the making and preservation of public records in Queensland.

The period for which many types of the GEIDB'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 *Public Records Act 2002* to assist agencies in determining retention and disposal times and methods. There are many classes of administrative records common to all agencies across Government.

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

The Chief Executive ensures that staff know about the GEIDB's responsibilities for the retention, storage and disposal of GEIDB records and that these responsibilities are complied with in relation to IS 42 and the IPPs.

5. Third Parties

5.1 Existing Outsourcing Arrangements

The GEIDB currently has the following arrangements with third parties:

- Lease for office premises.
- Service Level Agreement for the provision of payroll and financial services.
- Agreement for information technology support.
- Agreement for the supply of fuel.
- Contract for the cleaning of office premises.
- Notification for the loan and display of artwork.

The exchange of personal information through these arrangements is limited. The personal information made available through these arrangements is generally limited to the names and contact details of the parties to the agreements.

Existing GEIDB contracts will be progressively reviewed to identify whether they are IS 42 compliant. When contracts are renewed, the clauses will be reviewed and altered to comply with IS 42. New contracts will be compliant.

5.2. Information Passed to Third Parties

As a service to its employees, the GEIDB is involved in the exchange of personal information with following organisations:

- Insurance companies
- Superannuation companies
- Banks (for the transfer of salaries and wages).

Information is only passed to these organisations at the request of, and with the consent of the employee.

The GEIDB also provides personal information, as required by law, to third parties such as the Australian Taxation Office.

6. GEIDB Review Timetable

The GEIDB has an ongoing commitment to the principles of Information Privacy and the Privacy Plan will continue to evolve to comply with relevant legislation.

Goal	Implementation	Responsibility	Resources	Timeframe
Review Contracts for compliance with IPPs	<p>Prior renewal, Contracts will be reviewed and upgraded to progressively accommodate privacy compliance</p> <p>Draft and include appropriate clauses in new contracts to satisfy compliance requirements</p>	<p>CEO</p> <p>Executive Assistant</p> <p>Privacy Contact Officer</p>	Within Existing	Upon renewal of Contracts
Undertake Internal Review Process	<p>Undertake Personal Information Audit to obtain a complete list of datasets within the GEIDB</p> <p>Monitor changes in privacy practice</p>	<p>Privacy Contact Officer</p> <p>Privacy Contact Officer</p>	<p>Within Existing</p> <p>Within Existing</p>	<p>March 2006</p> <p>Ongoing</p>
Conduct Annual Review	Review and update the Privacy Plan and Statement for endorsement by the Board in June 2006	<p>CEO</p> <p>Privacy Contact Officer</p>	Within Existing	May 2006
Endorsement of GEIDB Privacy Plan Version 3 and GEIDB Privacy Statement Version 4	Verify the Board's endorsement and support of the GEIDB Privacy Plan and Statement	Chief Executive	Within Existing	June 2006

Goal	Implementation	Responsibility	Resources	Timeframe
Inform all staff of privacy compliance under Information Standards and Guidelines and GEIDB requirements outlined in the Privacy Plan and Statement	CEO to email all staff advising the Board's endorsement of the reviewed GEIDB Privacy Plan and Statement	Chief Executive	Within Existing	Within 2 weeks of the Board's endorsement
	Post reviewed Privacy Plan and Statement to website	Privacy Contact Officer		Within 2 weeks of endorsement
	Staff training session/s to advise staff of procedures to store, process and use of personal information	Privacy Contact Officer		Ongoing
	Review handout for inclusion in new staff induction kits	Privacy Contact Officer		July 2006
	Ongoing monitoring and training of privacy practices (as required)			Ongoing

This Review Timetable will be updated annually.

7. 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 Queensland *Freedom of Information Act 1992*.

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

- writing to: The Privacy Contact Officer
 Gladstone Economic and Industry Development Board
 PO Box 5293
 GLADSTONE QLD 4680
- sending a facsimile address to The Privacy Contact Officer on 07 4971 2316
- emailing The Privacy Contact Officer on info@gladstoneindustry.org.au

8. Complaints and Review Procedure

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

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 Privacy Contact Officer
Gladstone Economic and Industry Development Board
PO Box 5293
GLADSTONE QLD 4680

or by facsimile on: 07 4971 2316

or by email: info@gladstoneindustry.org.au

Complaints will be acknowledged in writing within 14 days from the date on which the written complaint was received. The GEIDB 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 GEIDB's complaint investigation decision, including any remedies that are considered appropriate to resolve the complaint.

If a complainant does not agree with this outcome, he or she can apply in writing to the (Chief Executive Officer) 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.

APPENDIX A

Information Privacy Principles

Agencies must comply with eleven IPPs, which govern how personal information is collected, stored, used and disclosed.

The IPPs deal with the following:

- IPP 1: Manner and purpose of collection of personal information
- IPP 2: Solicitation of personal information from the individual concerned
- IPP 3: Solicitation of personal information generally
- IPP 4: Storage and security of personal information
- IPP 5: Information relating to records kept by a recordkeeper
- IPP 6: Access to records containing personal information
- IPP 7: Alteration of records containing personal information
- IPP 8: Record keeping to check accuracy etc of personal information before use
- IPP 9: Personal information to be used only for relevant purposes
- IPP 10: Limits on use of personal information
- IPP 11: Limits on disclosure of personal information.

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 recordkeeper 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 recordkeeper, everything reasonably within the power of the recordkeeper is done to prevent unauthorised use or disclosure of information contained in the record.

Information Privacy Principle 5

1. A recordkeeper 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 recordkeeper has possession or control of any records that contain personal information; and
- (b) if the recordkeeper 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 recordkeeper is not required under clause 1 of this Principle to give a person

information if the recordkeeper 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 recordkeeper 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 recordkeeper;
 - 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 recordkeeper 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 recordkeeper 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 recordkeeper 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 recordkeeper 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 recordkeeper 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 recordkeeper 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) (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 recordkeeper 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 recordkeeper 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 recordkeeper 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 recordkeeper 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 recordkeeper 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 recordkeeper shall include in the record containing that information a note of that use.

Information Privacy Principle 11

1. A recordkeeper 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 recordkeeper 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 recordkeeper 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

IS 42 EXEMPTIONS

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 Principles 2, 3, 9, 10 and 11.

EXEMPT PERSONAL INFORMATION

The following personal information is exempt from IS 42:

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* (Commonwealth).

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 *Crimes and Misconduct Act 2001*.

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 the GEIDB - generic corporate services records containing personal information

PERSONNEL RECORDS

Due to the commonality of these classes of records amongst the various business areas of the GEIDB, 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 GEIDB's personnel records may also contain personal information about them) can obtain details of specific record handling practices by contacting the GEIDB's Privacy Contact Officer.

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 Board members paid through the GEIDB's payroll.

Personnel and payroll

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

- (1) full name and private address;
- (2) records relating to attendance and overtime;
- (3) leave applications and approvals;
- (4) medical and dental records;
- (5) payroll and pay related records, including banking details;
- (6) tax file number declaration forms;
- (7) declarations of pecuniary interests;
- (8) personal history files;
- (9) performance appraisals, etc;
- (10) records relating to personal development and training;
- (11) trade, skill and aptitude test records;
- (12) completed questionnaires and personnel survey forms;
- (13) records relating to removals;
- (14) travel documentation;
- (15) records relating to personal welfare matters; and
- (16) 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 GEIDB staff have access to personnel records: Chief Executive, Executive Assistant and 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 GEIDB 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 Privacy Contact Officer
Gladstone Economic and Industry Development Board
PO Box 5293
GLADSTONE QLD 4680

or by facsimile on: 07 4971 2316

or by email on: info@gladstoneindustry.org.au

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

Location: Level 3, 72 Goondoon Street, Gladstone

FINANCIAL MANAGEMENT INFORMATION SYSTEM

There is commonality amongst these records across various business areas of the GEIDB, 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 have access to this personal information: Chief Executive, Executive Assistant and Managers.

The records are kept according to the *Retention and Disposal of Records Schedule* outlined in the Queensland *Financial Management Standard 1997*.

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

Individuals can obtain information regarding access to their personal information by contacting:

The Privacy Contact Officer
Gladstone Economic and Industry Development Board
PO Box 5293
GLADSTONE QLD 4680

or by facsimile on: 07 4971 2316

or by email on: info@gladstoneindustry.org.au

The records are stored on paper and electronic media.

Location: Level 3, 72 Goondoon Street, Gladstone QLD 4680

INFORMATION SYSTEMS PERSONAL INFORMATION

The GEIDB'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 the GEIDB.

Individuals can obtain information regarding access to their personal information by contacting:

The Privacy Contact Officer
Gladstone Economic and Industry Development Board
PO Box 5293
GLADSTONE QLD 4680

or by facsimile on: 07 4971 2316

or by email on: info@gladstoneindustry.org.au

The records are stored on paper and electronic media.

Location: Level 3, 72 Goonoon Street, Gladstone

CORRESPONDENCE RECEIVED

As a part of normal business operations the GEIDB receives a variety of correspondence (for example, unsolicited resumes, corporate/company overviews) which contains personal information (such as the contact details of the sender). Most of this information is filed and stored as part of business operations.

Correspondence is generally handled by the GEIDB's Executive Assistant, who makes a record of the correspondence on an electronic database and attaches the hard copy version to a file.

PHOTOGRAPHS

The GEIDB holds 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 GEIDB. The identity of some of these individuals may reasonably be ascertained by third parties and as such these photographs could constitute personal information.

The GEIDB routinely discloses photographs to the public, for example, in brochures,

advertisements, publications and invitations and to other government departments and businesses for similar purposes.

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

The GEIDB does not generally dispose of these photographs.

APPENDIX D

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

For the purposes of Appendix D, each database currently identified is listed:

ADMINISTRATION

Administration is responsible for the GEIDB's corporate service functions including Board Secretariat, corporate governance, financial and insurance functions.

Personal information is collected, such as names, spouses name; addresses – postal, street and home; phone numbers – work, home and mobile; email; fax and pager.

The purpose of these records is to enable the daily operations of the GEIDB including database mail outs of promotional materials and invitations for events.

All staff have access to these contacts. Records are not disclosed to the public.

RESEARCH AND MARKETING

Research and marketing collate client files for projects (company based) including names, addresses – both postal and street, telephone numbers, fax numbers and email addresses of individuals; emails contact lists (separate lists per individual manager); key contact lists (business cards); and Client Relationship Management System (ACT!)

The purpose of these records is to deliver targeted client services; collect information about the business and economic capabilities of companies to enable the GEIDB to develop and deliver appropriate services; to send out invitations to attend GEIDB functions; and to invite organisations to participate in various projects.

Client Relationship Management System (ACT!)

ACT! stores personal information records such as name; address – both postal and street; email; fax; telephone; mobile; and diary notes that may detail discussions between individuals and the GEIDB.

All staff have access to these contacts. Access to ACT! is user name and password protected.

These records are not disclosed to the public and staff are also informed that it is not GEIDB policy to supply mailing lists of any description to external organisations. The only information that is available to members of the public is that normally accessible in the "public domain".