

# Queensland Veterans Council

## Privacy Policy

### 1. Purpose

The *Information Privacy Act 2009* (the Act) and its Queensland Privacy Principles set the rules for how personal information is to be handled. This Policy relates to the Queensland Veterans Council (the Council) and sets out how we manage personal information.

### 2. Scope

This Policy applies to the Council and to Department of the Premier and Cabinet (DPC) staff that provide secretariat and administrative support to the Council and to the personal information we collect, store, manage, use and disclose in relation to the administration of the Council's responsibilities.

The Council is separate to DPC. Information may be shared between the Council and DPC, including the secretariat to the Council, to support the Council in performing its functions.

For information on how DPC collects and discloses personal information, please refer to DPC's Privacy Policy.

### 3. How we manage personal information

#### 3.1 Kinds of personal information we collect and hold

The definition of 'personal information' is set out in the 'Definitions' in section 11.

We collect, use, store and disclose a range of personal information for the purpose of carrying out the functions of the Queensland Veterans Council under the *Queensland Veterans Council Act 2021* and under the *Anzac Day Act 1996*.

This includes personal information about members of the Queensland Veterans Council, members of the Veterans Reference Group, members of the public, stakeholders, and persons attending meetings, functions and events organised by or on behalf of the Council.

Personal information may include:

- identity and contact details for individuals (e.g. name, phone, email and postal address)
- information relating to individuals' personal circumstances, including personal interests and conflicts of interest
- information relating to individuals' financial affairs (e.g. payment details, bank account details)
- information about employment (e.g. employment status and work history, education status, referee comments and salary).

We may also receive sensitive information. The definition of sensitive information is set out in the 'Definitions' in section 11. We will generally only collect sensitive information with consent, or otherwise consistent with the obligations under the Act.

## **4. How we collect or receive personal information**

We collect and receive personal information in a range of ways depending on how you interact with us.

### **4.1 Collecting personal information**

We may collect personal information to perform the functions of the Council. For example, personal information relating to attendance at a ceremony at Anzac Square or personal information provided as part of an application for grant funding from the Anzac Day Trust Fund.

Where possible, we collect the information directly from you or your authorised representative. Sometimes we may collect information about an individual from a third party, or indirectly, including from a Queensland government agency, but only if: the individual has given consent; if it is otherwise consistent with the obligations under the Act; or it is unreasonable or impracticable for us to collect the information from the individual.

### **4.2 Receiving unsolicited personal information**

We receive personal information from individuals without directly asking for it. Personal information may be received when you email us, write to us by mail, contact us by telephone, or interact with us through our website or social media.

We may also receive your personal information when you correspond with DPC, the Premier and Minister for Veterans or an Assistant Minister where your correspondence relates to the Council's functions.

We take reasonable steps to ensure individuals providing unsolicited personal information to the Council, understand how the information may be used or disclosed, including by publishing this Policy, providing a privacy statement on the Council's webpage, including a privacy statement in automatically generated responses to emails.

### **4.3 Remaining anonymous**

You are able to use a pseudonym and remain anonymous when interacting with us unless:

- we are required or authorised under an Australian law, or a court or tribunal order, to deal with individuals who have identified themselves, or
- it is impracticable to deal with you if you have not identified yourself or are using a pseudonym.
- You are required to provide your personal details as a way to validate an application or to validate copies of documents provided in support of an application for grant funding.

We will inform you if you are not able to remain anonymous or use a pseudonym when dealing with us.

## **5. How we hold and protect personal information**

We take seriously our obligations to protect the personal information held by the Council and take reasonable steps to protect your personal information against misuse, interference and loss, and from unauthorised access, modification or disclosure.

These steps include:

- ensuring physical access to the Council is secure
- classifying and storing records securely, including storing physical documents in secure cabinets
- limiting access to information in records systems to appropriate officers
- monitoring system access with controls and authenticated credentials
- regularly updating and auditing our storage and data security systems.

If personal information that we hold is lost, or subject to unauthorised access or disclosure, we will respond in accordance with the Act and our Data Breach Policy. Our priority is to mitigate harm and to provide timely advice to affected individuals if a data breach is likely to result in serious harm.

## **6. Our activities – why we need personal information (purpose)**

Neither the Council nor its secretariat will ask for any personal information we do not need.

The IP Act requires that we only collect information for purposes that are reasonably necessary for, or directly related to, one or more of our functions or activities.

The Council has 3 principal functions;

- to manage, maintain, reserve and develop Anzac Square as the State's war memorial;
- to administer the Anzac Day Trust Fund, including by making payments from the Anzac Day Trust Fund; and
- to advise its responsible Minister about veterans' matters.....

There is more information about what we do on the Council Website:

<https://www.qvc.qld.gov.au/>

We collect, hold, use and disclose personal information for a range of purposes related to our functions and activities, including to:

- Undertake consultation on policy and programs the Council delivers
- Facilitate events
- Respond to correspondence
- Respond to right to information requests
- Respond to complaints, including privacy complaints
- Consider sponsorship applications
- Administer grant programs
- Support members of the Council and the Veterans Reference Group
- Ensure our compliance with our statutory obligations, including reporting and compliance as required under legislation.

## **7. Use and disclosure of personal information**

We endeavour to use and disclose personal information for the purpose for which it was collected and received and not for another purpose (a secondary purpose) unless you

consent to the Council using or disclosing it for a secondary purpose or the use or disclosure of the information is otherwise consistent with the obligations under the Act.

The information you provide to the Council may be disclosed to DPC to respond to your matter or resolve the issues you have raised. It may also be disclosed to Ministerial offices, departmental staff, members of the Veterans Reference Group or other government bodies to resolve issues you raise with us.

If you apply for a grant under a program which is administered by us you may be asked to submit your application and documents in support of that application which includes personal information and/or sensitive information. That personal information and/or sensitive information may be stored by platforms, such as Smartygrants, which may be stored by those platforms in countries outside Australia and will be subject to the platform's own privacy arrangements and laws in the platform's jurisdiction.

When you engage with us on social media, your personal information may be stored by those platforms in countries outside Australia and will be subject to the platform's own privacy arrangements and laws in the platform's jurisdiction.

## **8. Access to and correction of personal information**

You have a right to access, and request correction of, personal information we hold about you<sup>1</sup>.

We try to provide individuals with access to their own personal information informally. Where a request is unable to be dealt with informally, you may make a formal application under the *Right to Information Act 2009*.

The Right to Information and Privacy unit in DPC processes applications on behalf of the Council. Applications must be in writing and submitted by mail, email or in person as follows:

**Email:** [rti@premiers.qld.gov.au](mailto:rti@premiers.qld.gov.au)

**Mail:** Manager, Right to Information and Privacy  
Queensland Veterans Council  
c/- Department of the Premier and Cabinet  
PO Box 15185  
CITY EAST QLD 4002

Further information about how to apply can be found at <https://www.qvc.qld.gov.au/>

## **9. Making a privacy complaint**

If you believe we have misused your personal information or did not meet our obligations under the Act to comply with the privacy principles, you can make a privacy complaint to us.

The Manager, Right to Information and Privacy, DPC manages privacy complaints on behalf of the Council.

Your complaint must:

- be in writing

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<sup>1</sup> QPP 12, 13 Schedule 2 Queensland Privacy Principles, *Information Privacy Act 2009*; *Right to Information Act 2009*

- include your contact details so we can contact you about the complaint
- provide a description of your privacy issue or concern
- be made within 12 months of the privacy issue occurring.

Privacy complaints may be sent to the Executive Director, Queensland Veterans Council Secretariat as follows:

**Email:** [secretariat@qvc.qld.gov.au](mailto:secretariat@qvc.qld.gov.au)

**Mail:**

Queensland Veterans Council  
c/- Department of the Premier and Cabinet  
PO Box 15185  
CITY EAST QLD 4002

Your complaint will be investigated and a written response advising the outcome of the complaint, including any remedies, will be provided to you within 45 business days. If you are not satisfied with our response, you may make a privacy complaint to the Office of the Information Commissioner (OIC). A guide outlining the OIC's privacy complaint process is available on the [OIC website](#).

## **10. Legislation and/or associated documents**

### **10.1 Legislation**

[Information Privacy Act 2009](#)  
[Right to Information Act 2009](#)

### **10.2 Related policies**

Queensland Veterans Council Data Breach Policy

## 11. Definitions

Word or term	Definition
<b>Personal information</b>	<p>Information or an opinion about an identified individual or an individual who is reasonably identifiable from the information or opinion:</p> <ul style="list-style-type: none"> <li>a) whether the information or opinion is true or not; and</li> <li>b) whether the information or opinion is recorded in a material form or not.</li> </ul> <p>Refer section 12 <i>Information Privacy Act 2009</i></p>
<b>Sensitive information</b>	<p>For an individual, means the following –</p> <p>(a) information or an opinion, that is also personal information, about the individual's—</p> <ul style="list-style-type: none"> <li>(i) racial or ethnic origin; or</li> <li>(ii) political opinions; or</li> <li>(iii) membership of a political association; or</li> <li>(iv) religious beliefs or affiliations; or</li> <li>(v) philosophical beliefs; or</li> <li>(vi) membership of a professional or trade association; or</li> <li>(vii) membership of a trade union; or</li> <li>(viii) sexual orientation or practices; or</li> <li>(ix) criminal record;</li> </ul> <p>(b) health information about the individual;</p> <p>(c) genetic information about the individual that is not otherwise health information;</p> <p>(d) biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or</p> <p>(e) biometric templates.</p> <p>Refer Schedule 5 Dictionary <i>Information Privacy Act 2009</i></p>