1.0 INTRODUCTION

This plan identifies how, over time, Queensland Museum (QM) will apply the Information Privacy Principles contained within *Information Privacy Act 2009*.

The *Information Privacy Act 2009* contains 11 Information Privacy Principles (IPPs) and is based on the objective that personal information held by Queensland Government agencies must be responsibly and transparently collected, stored, used and disclosed in accordance with the requirements of the IPPs. It addresses community concerns about any unauthorised use of personal information stored on paper or electronic databases and aims to give people some control over their personal information.

2.0 DEFINITIONS (Meanings of words and acronyms used in this plan)

**A child** for the purpose of this document is as defined by the *Information Privacy Act 2009* and is any person under the age of 18 years. This definition may differ from other internal policies relating to children and young persons.

**The Corporate Administration Agency (CAA)** are QM’s external provider for human resource management, including payroll.

**Cookies** are small pieces of information (text) that a website can transfer to an individual’s computer hard drive for record keeping. Cookies can reside on an individual’s machine for a fixed period of time, or expire at the end of an Internet session.

Information Privacy Principles (IPP) are a set of principles that Government agencies must adopt and follow when collecting personal information and when handling, storing, using and disclosing personal information they hold.

**Parent of the Child** for the purpose of this document is either:

- the child’s mother or father;
- a person who exercises parental responsibility for the child, including a person who is granted guardianship of the child under the *Child Protection Act 1999* or who otherwise exercises parental responsibility for the child under a decision or order of a federal court or a court of a State; or
- A parent of an Aboriginal or Torres Strait Islander child who is regarded as a parent of the child under Aboriginal tradition or Torres Strait Islander custom.

A person standing in the place of a parent of a child on a temporary basis is not regarded as a parent of the child.

Information Privacy Principles (IPP) are a set of 11 principles that state how personal information collected by organisations is gathered, used, stored and disclosed.
Personal information defined by the Information Privacy Act 2009 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.” 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 is not limited to confidential or sensitive personal details. It covers information held in paper or electronic records, including images and sounds.

Smart Service Queensland – A Queensland Government initiative that allows the payment of Government products and services on-line. Queensland Museum online shop uses the Smart Service Queensland to process payment transactions for some products.

The Privacy Contact Officer – The person nominated by QM to act as a first point of contact for advice on privacy matters. The Privacy Contact Officer for QM is the Records Manager.

3.0 SCOPE (Who this plan applies to)
This Privacy Plan applies to all QM staff (including contractors and honoraries/volunteers)

4.0 PRINCIPLES (Any underlying legislation or general requirements for this policy)
Information Privacy Principles (IPPs)
The 11 IPPs are a set of principles that Government agencies must adopt and follow when collecting personal information and when handling, storing, using and disclosing personal information they hold.

IPPs 1, 2 and 3 deal with what personal information may be collected, the way it is collected and what notices must be given to the person from whom the information is collected.

IPP 4 deals with requirements for ensuring that personal information is stored securely and protected from loss, unauthorised access, use, modification, disclosure or misuse.

IPPs 5, 6 and 7 deal with individuals obtaining access to and correcting the personal information held by government departments and agencies.

IPPs 8, 9, 10 and 11 deal with how personal information is used and disclosed by government departments and agencies.

5.0 ELEMENTS (The essential content of the policy)
5.1 Types of Personal Information Held by QM

5.1.1 Personal employee information
This information is held for the purpose of ensuring correct human resource management functions can be carried out, including the payment of wages, recording of employee entitlements in relation to award provisions and performance management issues. This information is also held and made available where necessary, under certain compulsory
legislative requirements including areas such as Workers Compensation, Workplace Health and Safety, Australian Taxation Office orders and Social Security requests. This information is retained in accordance with retention guidelines issued under the Information Privacy Principles set out in the Information Privacy Act 2009. The QM contracts its Human Resource Management System (HRMS) to an independent service provider – the Corporate Administration Agency (CAA). CAA is empowered with the task of holding personal information in its physical state, on behalf of the Queensland Museum and responds to queries on such information in accordance with the above methodology. CAA in itself forms part of Arts Queensland; a State Government Department bound by the Governments Privacy Guidelines.

This personal employee information is accessible by CAA staff and the QM HR and Organisational Development Officer who are responsible for the day to day management of HR issues, together with members of the QM Senior Management Team who are charged with the supervision and management of employee performance and employees themselves. Similar personal information is held on QM volunteer staff.

5.1.2 QM Collection donor information

In general terms personal information provided by clients in the scientific area, is held for the purpose of maintaining historical datasets relative to specimen donor information. Any personal information associated with these datasets is accessible only to QM staff in the performance of research and, only with the approval of the person/client in question.

5.1.3 Personal information systems information

QM Information Technology and Information Management (IMIT), manages the systems and networks across QM that requires the processing and storage of data. This encompasses both internal electronic transactions and external transactions, including telephone, e-mail, internet and government intranet activity. This extends to all individual and whole of agency e-mail address groups.

In addition to this material, there are personal information records specifically tailored to IT system administration, namely IT system security identifiers and usage tracking records held by a central IT administrator. This information is not disclosed to persons other than Directors/Program Heads, 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.
Some QM web sites use cookie technology to provide the visitor with the ability to customise the site for return visits or to allow the visitor to carry information across different pages, and to collect statistical data for reporting purposes. Cookies are not used to identify visitors or to track visitors for any other purpose.

5.1.4 QM Foundation donor information

The QM Foundation collects and uses personal information from donors, sponsors and supporters. This may include donation history, demographic information (date of birth, gender, interests, income range, education etc) and contact details. On occasion the Foundation collects and uses credit card details and other financial details such bank account details to facilitate the donation process. Access to a supporter's personal information is restricted to QM Foundation staff for legitimate purposes of the QM Foundation. Any requests for personal information from supporters by the QM Foundation will clearly state the reason for the request and its intended use.

The Foundation keeps copies of contracts relating to the provision of financial donations, sponsorship, grants and in-kind support. While primarily restricted to QM staff, these contracts may, on occasion, be viewed by external agencies such as Crown Law and Arts Queensland who have a legitimate interest in the contents of these contracts.

5.1.5 Client/visitor personal details

Personal information relating to education, market research and visitor experience areas is held for varying purposes. Mailing lists and market surveys that hold personal information are only accessible for the purposes under which they were requested and only by staff qualified to use the information. All requests made by QM to clients for personal information will clearly state the reason for the request and its intended lawful use.

QM collects and uses credit card detail to facilitate purchasing arrangements of QM goods and services. Access to this data is restricted to QM and Smart Service Queensland staff for legitimate purposes of the processing the transaction for which the credit card details were provided. Smart Service Queensland also has a Privacy statement that governs on-line transactions through their site.

5.1.6 Contracts and outsourcing arrangements

QM regularly enters into contracts with external bodies for the supply of goods and services. Some of these contracts require the disclosure of personal information to third parties, or the collection of personal information by third parties on behalf of QM. Copies of these contracts are held by QM.
Personal information about these external bodies are held to allow normal business processes to take place e.g. name, address for payment, bank account details to allow for electronic payment of accounts. These records are retained in accordance with retention guidelines issued under the Financial Management Standard. This information is also held on behalf of QM by the CAA. These records are accessible by CAA staff and QM staff who are responsible for the day to day management of account processing issues, purchasing and account management.

5.2 List of public registers managed within QM

QM maintains perpetual registers of collection items which are held on behalf of the State of Queensland under the trusteeship of the Board of the Queensland Museum. It is not a register of personal information, but it may contain such information in certain circumstances where donor details have been provided. Where this occurs, the information is accessible only to authorised QM staff in the performance of their research and only with the approval of the person in question. The access to details in these registers is restricted to the purpose for which the register is kept, unless legislation provides otherwise. Access to general information held within collection registers is available to the public by contacting the relevant Curator of that collection (a charge is levied in certain circumstances). However, personal information will not be divulged under any circumstances without prior approval from the person concerned.

5.3 Procedure to gain access to personal information

In all circumstances, QM is conscious of its obligations under the Information Privacy Act 2009, and personal information is not released outside QM, except in response to a legal requirement such as a subpoena. In a case of emergency or in other exceptional circumstances, a member of SMT may authorise a release. In other situations, the release of personal information is governed by the Right to Information Act 2009 and information about a member of staff will not be disclosed to a third party without the individual's consent.

Individuals are entitled to access records containing personal information relating to either themselves or a child in their care and to request that the information be altered if it is not accurate. If such requests cannot be dealt with appropriately by the QM Privacy Contact Officer, then relevant provisions of the Right to Information Act 2009 may be applied. All requests for access to personal information which do not comply with a request under legislative or other lawful compliance or are not made by a person for access to their own personal information, should be directed to the QM Privacy Contact Officer.

5.4 Review procedure

If an individual believes that their personal information has not been dealt with in accordance with an IPP, they may make a complaint to QM seeking an internal review. A
request for an internal review must be made in writing and must be made within six months from the date when the breach was suspected to have occurred.

Requests should be forwarded to:
Queensland Museum Privacy Contact Officer,
Queensland Museum,
PO Box 3300,
South Brisbane 4101
or email privacy@qm.qld.gov.au.

A request for review may take the form of a letter, facsimile or e-mail.

Requests for review will be acknowledged in writing within 14 days from the date on which the application was received, and QM will process the request within 60 days from the date on which the application was received. Applicants will be advised in writing of QM's decision in relation to their claim.

If an applicant does not agree with QM’s decision they may request an internal review. The Chief Executive Officer (CEO) QM will arrange for an internal review to be carried out by a more senior officer who has not previously been involved in the matter. This will be done within 45 days. The CEO, QM will provide a response in writing to the individual.

### 6.0 RELATED DOCUMENTS

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<th>DOCUMENT TITLE</th>
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### 7.0 DOCUMENT HISTORY (Summary of document amendments to be shown here:)

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<th>AMENDMENT</th>
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<td>0.1</td>
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<td>first draft</td>
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0.2 23/11/09  Incorporation of consultation feedback

8.0 MORE INFORMATION (Who do I go to if I need to know more about this policy?)

Policy owner/creator: Privacy Officer, QM

9.0 AUTHORISATION (When was the policy approved and by whom?)

Approved by: 
Title: 
Approval date: __/__/200
Signature: 

10.0 REVIEW PROCESS (When will this policy change?)

This policy will be reviewed every 2 years and at other times if any significant new information or legislative or organisational change warrants a change to this document.

Once printed this document is no longer a controlled document.