

# DARLING DOWNS-MORETON RABBIT BOARD

## INFORMATION PRIVACY GUIDE

### Introduction

The *Information Privacy Act 2009* (IP Act) provides for the fair collection and handling of personal information by all Queensland Government agencies. These obligations are set out in Chapter 2 and the Information Privacy Principles (IPPs) in Schedule 3 of that Act.

The IP Act also provides individuals with a right of access to and amendment of personal information in the Board's possession and control unless, on balance, it is contrary to the public interest.

Personal information is defined in the IP Act as:

*'information or an opinion, including information or 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 be reasonably ascertained, from the information or opinion'*

Essentially, personal information is any information about an identifiable person.

### Purpose of this guide

In accordance with our requirements under Information Privacy Principle 5 (IPP5), this guide provides general information on:

- the type of personal information contained in documents held by the Board;
- the main purposes for which this information is used; and
- how you can access your personal information held in Board documents

This guide also provides information on what to do if you have concerns about the Board's handling of your personal information.

### Our key responsibilities

The Board's mission is to maintain the Darling Downs Moreton Rabbit Board barrier fence in a rabbit-proof condition and to ensure, as far as is practical, that the Darling Downs Moreton Rabbit district is maintained free of rabbits.

### Our commitment to the responsible management of personal information

We are committed to ensuring that all personal information is managed in accordance with the privacy principles. In doing so, we will ensure:

- the personal information of our clients and employees will be responsibly and transparently collected, managed, used and disclosed in accordance with the eleven Information Privacy Principles (IPPs)
- personal information will be disclosed to other entities (including agencies, other levels of government or the private sector) responsibly and transparently
- information will only be transferred outside of Australia in accordance with section 33 of the IP Act.

- all reasonable steps will be taken to bind contracted service providers to the IPPs if they are dealing in any way with personal information on our behalf.
- privacy breaches and complaints will be dealt with in a timely and responsive manner and complainants will be treated with respect throughout the process.
- we will comply with the conditions of any public interest approvals issued by the Information Commissioner under section 157 of the IP Act.

## **The type of personal information contained in our documents**

In delivering its business, the Board collects a vast amount of customer and employee personal information.

It is are required to collect, manage, use and disclose personal information in accordance with various legislation, policies, procedures and administrative reasons in the course of its day-to-day activities.

The Board also manages registers containing personal information, which include, but are not limited to:

- Training and competency register
- Gifts register
- Corporate records / financial management records
- Consultant/contractor/supplier records

## **Legislation administered by the Board**

The Board may also deal with personal information in administering the following legislation:

- Agricultural and Veterinary Chemicals (Queensland) Act 1994
- Agricultural Chemicals Distribution Control Act 1966
- Agricultural Standards Act 1994
- Animal Care and Protection Act 2001
- Biological Control Act 1987
- Biosecurity Act 2014
- Chemical Usage (Agricultural and Veterinary) Control Act 1988
- Land Protection (Pest and Stock Route Management) Act 2002

Note: this legislation is current for the *Administrative Arrangements Order (No.1) 2015* and is subject to change. For further information, please refer to the latest Administrative Arrangements Order.

## **How you can access or request amendment of your personal information**

The right of access to and amendment of personal information is dealt with under IPPs 6 and 7 of the IP Act.

## **Access to documents containing personal information**

IPP 6 provides that a person is entitled to access any record that contains their personal information, except where access is restricted by any law. This includes the provisions in Chapters 3 of both the *Right to Information Act 2009* (RTI) and the IP Act.

The department endeavours to provide access to personal information informally, without requiring a person to make an application under the RTI or IP Acts.

However, in some situations informal access will not be appropriate, and you may need to make an application under the RTI or IP Act. (For example, if a third party's privacy is also involved).

## **Amendment of documents containing personal information**

IPP 7 provides that a person is entitled to seek an amendment of any record that contains their personal information that is inaccurate, incomplete, out of date or misleading.

Applications can only be made by a person seeking amendment of their own personal information, or of a deceased person to whom they are next of kin.

## **Applications for access to or amendment of personal information**

Requests for documents or amendment of personal information under the RTI or IP Acts must be made on the prescribed statutory forms, copies of which are available at [www.rti.qld.gov.au](http://www.rti.qld.gov.au).

Prior to lodging an access or amendment application for information held by the Board, please contact RTI Services for advice:

Telephone: (07) 3330 6111

Email: [rtiservices@ehp.qld.gov.au](mailto:rtiservices@ehp.qld.gov.au)

## **How you can complain about our handling of your personal information**

A privacy complaint is a complaint made by an individual about an act or practice of a department or agency in relation to that individual's personal information.

Privacy complaints should be made no longer than twelve months from the date when the act or practice the complaint is about occurred.

If you wish to lodge a privacy complaint, please:

- submit your complaint in writing
- state an address which we can use to contact you, and
- include details about the actions or practice you are complaining about

Mark your complaint as Private and Confidential, and address it to:

The Chief Executive Officer  
Darling Downs Moreton Rabbit Board  
PO Box 332  
Warwick Q 4370  
Email: [ceo@ddmrb.org.au](mailto:ceo@ddmrb.org.au)

The Board will endeavour to respond to your concerns within 45 business days from the date your complaint is received.

However, in some circumstances, a longer period may be required in order to finalise your complaint. If so, you will be contacted with a view to arranging an extension of time.

On completion, you will be advised in writing of the Board's decision, including any remedies that are considered appropriate to resolve the complaint.

## **What happens if you are not happy with the Board's response to your complaint?**

If you have made a complaint to the Board under the IP Act and you are not satisfied with the response you receive, you can refer your privacy complaint to the Office of the Information Commissioner (OIC)

However, note that your complaint can only be made to the OIC after 45 business days has lapsed from the date the complaint was received by the Board.

Refer to the OIC's website for further information:

[www.oic.qld.gov.au/about/privacy/privacy-complaints](http://www.oic.qld.gov.au/about/privacy/privacy-complaints)

## **Further information**

For general enquiries on the operation and application of Queensland's RTI and IP legislation, please contact the OIC enquiry service:

Telephone: (07) 3234 7373

Email: [enquiries@oic.qld.gov.au](mailto:enquiries@oic.qld.gov.au)

Website: [www.oic.qld.gov.au](http://www.oic.qld.gov.au).