



**Queensland**  
**Government**  

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**Arts Queensland**

# Privacy Plan

Final Version 1.0 March 2002

## **Introduction**

Arts Queensland is committed to protecting the privacy of our clients and stakeholders.

The Queensland Government has established a privacy regime for the Queensland Public Sector based on 11 Information Privacy Principles which regulate, among other things, the collection, storage, accuracy, use and disclosure of personal information. The 11 Information Privacy Principles are contained in an Information Standard to which agencies are required to adhere. A copy of this standard (Information Standard No.42) can be accessed at <http://www.iie.qld.gov.au/comminfo/guidelines.html> (Current Information Standards).

This plan identifies how, over time, Arts Queensland will give effect to the privacy principles contained within Information Standard 42.

## **Acts Administered by Arts Queensland**

- Libraries and Archives Act 1988 (except to the extent administered by the Minister for Innovation and Information Economy)
- Nambour Library Act 1973
- Queensland Art Gallery Act 1987
- Queensland Museum Act 1970
- Queensland Performing Arts Trust Act 1977
- Royal Queensland Theatre Company Act 1970
- Schools of Arts (Winding Up and Transfer) Act 1960
- Schools of Arts (Winding Up and Transfer) Amendment Act 1981
- Arts Legislation Amendment Act 1997

## **Types of Personal Information Held by Arts Queensland**

### **(i) Grant Applicants and Recipients - Personal Details**

In the course of applying for the various forms of funding assistance offered by Arts Queensland, applicants are required to provide certain personal details. These details are sought so that applications can be adequately assessed in relation to the criteria set down for each form of assistance.

Personal details collected may vary depending on the program of assistance applied for, however they include: name, contact details (eg address, phone, e-mail, etc), gender, date of birth, country of birth, parents' country of birth, languages spoken, disabilities and Aboriginal or Torres Strait Islander or Australian South Seas Islander association.

This information is retained in hard copy form, on the application form submitted. Some personal details will also be transcribed onto the Department's information system used to assist in the assessment of applications. This information is maintained in accordance with the provisions of the relative legislative and administrative arrangements (eg Libraries and Archives Act 1988). Access to this information is restricted to those involved in the assessment process.

**(ii) Stakeholders - Personal Details**

Arts Queensland maintains an electronic database of clients, customers, business partners, stakeholders and interested parties. The contact details of arts organisations are generally publicly available while the details of individuals may be private. Personal details maintained include: name, address, phone and fax numbers and e-mail address.

The purpose of this database is to provide information that would be of interest to the stakeholders of Arts Queensland. This information is usually in the form of newsletters detailing achievements and milestones of Arts Queensland and the broader Arts community. The information may also be used to promote specific activities and initiative undertaken by the Department. (eg breakfast seminars)

Access to this information is restricted only to those staff involved in specific promotional projects or the on-going maintenance of the information.

**(iii) Correspondence - Personal Details**

Inwards correspondence addressed to the Department may contain personal contact information. Naturally, this information is dependent on the nature of the correspondence but as a minimum would include: name and address. This correspondence will be treated as a public record and will be retained as required by the Libraries and Archives Act 1988 and other relevant regulations. The Department keeps copies of outwards correspondence in electronic and paper form. Inwards correspondence is kept in paper form and a precis of the correspondence may be entered on our Records Management System.

Unless specifically indicated otherwise, this information will only be used to respond and reply to the correspondence. Access to this information will be restricted on a 'need to know' basis.

**(iv) Employee (or potential employee) - Personnel Records**

Personal details of the employees of the Department are maintained to undertake the various administrative duties associated with payroll and personnel. In addition, personal details of individuals who apply for vacancies within the Department will be recorded and utilised in the recruitment process. Details will be recorded in the Department's electronic database and paper files.

Personnel records are kept for variable periods according to the applicable provisions of the relative legislative or administrative arrangements. Generally, access to personnel records is restricted to those involved in the various administrative processes undertaken by the Human Resources Branch. In addition, information held in personnel records may be disclosed outside the Department, as appropriate, to:

- Australian Taxation Office
- Qsuper
- Office of the Public Service Merit & Equity and
- Third parties such as banks and insurance companies (name and account numbers only)

In addition to any access rights detailed in this plan, employees are entitled to full access to their personnel records. Employees need only contact the Manager, Personnel Services Section to arrange for access to their information.

#### **(v) Financial Management - Personal Details**

Personal details will be recorded for those individuals that conduct business of a financial nature with the Department. Personal details are recorded for the purposes of processing accounts for expenditure and revenue transactions. Details recorded will include: name, address, phone & fax numbers, bank account number for payment, payments made or debts outstanding.

Financial records are kept for variable periods according to the applicable provisions of the relative legislative or administrative arrangements. Generally, access to financial records is restricted to those involved in the various administrative processes undertaken by the Finance Branch or those staff with responsibility for financial management within the Department.

#### **(vi) Information Systems - Personal Details**

The Department'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 the 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 business areas of the Department. This extends to all individual and whole of agency e-mail address groups.

In addition to that material, there are some personal information records specifically tailored to IT system administration, namely IT system security

identifiers and usage tracking records about staff users of the IT system that are held by central IT administrators and staff supervisors.

This information is not usually disclosed to persons other than staff supervisors, 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. In addition, Internal Audit may access this information when conducting audits in accordance with the Department's annual audit plan.

### **Details of Existing Contracts, Licenses and Outsourcing Arrangements Identified**

At this stage, no such arrangements have been identified to have any implications relative to the Information Privacy Principles.

### **List of Public Registers Managed within Arts Queensland.**

Nil

### **Agency Implementation Timetable**

There are a number of activities to be undertaken to ensure that Arts Queensland's business activities are in line with the Information Privacy Principles. Compliance with the principles will be achieved by September 2003.

### **Procedure to Gain Access to and amendment of Personal Information held by the department**

Individuals can enquire as to whether the Department is keeping personal information about them by writing to the Department's Privacy Contact Officer c/- PO Box 3159, South Brisbane Q 4101. If personal information is on file, access to a copy of it can be arranged. If the information is deemed to be incomplete, inaccurate, irrelevant, out of date or misleading, an application to amend the information may be made. The application to amend the personal information must be in writing. There is no charge for an individual to seek access to or apply to amend their personal information. However, the right of access to and amendment of personal information is subject to exceptions provided in the *Freedom of Information Act 1992* or any other State Law.

Please note that before providing individuals with any personal information, evidence of identity will be required.

### **Review Procedure**

If an individual believes that their personal information has not been dealt with in accordance with an Information Privacy Principle they may make a complaint to the Department 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 in writing to the Department's Privacy Contact Officer c/- PO Box 3159, South Brisbane Q 4101

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

If an applicant does not agree with the Department's decision they may request an internal review. The Director-General 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 Director-General will provide a response in writing to the individual appellant.

### **Privacy Plan Review**

In accordance with the requirements of Information Standard 42, this Plan will be reviewed and updated on an annual basis. The next review of this plan will be undertaken by March 2003.

Approved  
Director General  
Arts Queensland  
10 April 2002