




PRIVACY STATEMENT

HOW DO I GET MORE INFORMATION?

If you have any questions or concerns in relation to privacy please contact us »

 Townsville City Council
PO Box 1268
TOWNSVILLE QLD 4810

 103-141 Walker Street
Townsville City or
86 Thuringowa Drive
Thuringowa Central

 4727 9000

 www.townsville.qld.gov.au





PRIVACY STATEMENT

PROTECTING YOUR PRIVACY

Townsville City Council is committed to providing you with the highest level of customer service. This includes responsibly managing the personal information you provide to us and protecting your privacy.

Privacy is about protecting the personal information of individuals who interact with council.

Under the *Information Privacy Act 2009*, personal information held by local government must be responsibly and transparently collected and managed.

ABOUT US

Townsville is the largest city in North Queensland and is one of the fastest growing cities in the state with a population exceeding 170,000. Located about halfway between the tip of Cape York and Brisbane, Townsville stretches across 3,736 square kms and is nestled on the shores of Cleveland Bay.

Townsville City Council is now the largest regional council outside the southeast corner and has a vibrant, tropical lifestyle and a diverse natural environment.

YOUR PERSONAL INFORMATION

Personal information is defined as any information that would allow a person to be identified and may include your name and address, signature, date of birth, current and previous addresses, contact phone numbers, email address, bank account or credit card information.

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 covers information held in paper or electronic records, including images and sounds.

Providing us with your personal information is important to ensure we provide to you the services you require.

HOW WE COLLECT PERSONAL INFORMATION

We collect personal information in a number of ways:

- » Directly from you – verbal, written or electronic form.
- » From other government agencies.
- » From publicly available sources of information.
- » From third parties such as government departments.

WHAT PERSONAL INFORMATION DO WE HOLD?

We hold a range of information including personal information relevant to conducting business with council such as your name, address, property details, correspondence and building records.

HOW DO WE USE YOUR PERSONAL INFORMATION?

We use your personal information to provide the council services you require, for example to register your animals. We also have legal obligations that require us to use personal information such as rating your property.

HELP US TO ENSURE WE HOLD ACCURATE INFORMATION

Council takes all reasonable precautions to ensure the personal information it collects, uses and discloses is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information you provide. That's why council recommends you keep them up-to-date with changes to your personal information.

YOU CAN ACCESS YOUR PERSONAL INFORMATION

You are able to access information held by council about you under the *Information Privacy Act 2009* by filling in the appropriate form and returning it to council. There are no application fees for lodging this request.

Further details and application forms are available on our website at www.townsville.qld.gov.au or by calling the Right to Information and Information Privacy Officer on 07 4727 9000.