



# INFORMATION PRIVACY

For current information privacy fees and charges visit [www.townsville.qld.gov.au](http://www.townsville.qld.gov.au).

## HOW LONG DOES THE APPLICATION TAKE TO PROCESS?

Timeframes are in place to process information privacy applications. They are to be completed within twenty-five business days unless otherwise agreed with the applicant. Council has the right to make decisions on the information it will release to you.

## WHICH INFORMATION PRIVACY DECISIONS CAN BE REVIEWED?

The Right to Information and Information Privacy Officer will make a decision and advise you accordingly. It may be that you do not accept the decision made and want this reviewed again.

The types of decisions you may ask to have reviewed include:

- » Decisions to refuse access to all or part of a document.
- » Decisions to refuse to amend information.
- » Decisions to impose fees or charges.

**Internal Review »** If you disagree with council's decision, you can apply to council for an internal review of the decision. There is no fee or charge for an internal review but an application must be in writing and lodged with council within twenty business days after the date of the written notice of the decision. You may choose to request an external review from the Information Commissioner instead of an internal review by council.

**External Review »** If you disagree with the internal review decision, you can request an external review. You may also request an external review when council takes longer than the prescribed time to make the decision on your application. Your request for external review should be addressed to » *(turn to back page)*

Office of the Information Commissioner


Level 4, 300 Adelaide Street  
GPO Box 10143  
Brisbane Qld 4000

The Information Commissioner may change or confirm the decision made on your information privacy request or try to mediate a settlement between you and the council. There is no fee or charge for an external review.

For more information regarding external reviews visit [www.oic.qld.gov.au](http://www.oic.qld.gov.au) or call the Office of the Information Commissioner on 07 3005 7155.

## HOW DO I GET MORE INFORMATION?

To find out more about information privacy contact council's Right to Information and Information Privacy Officer »

 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](http://www.townsville.qld.gov.au)

Townsville City Council acknowledges the Queensland Government as the source of material used in this brochure.





## WHAT IS PERSONAL INFORMATION?

Personal information is an opinion or information, whether true or false, that identifies or could identify an individual. It does not have to be written down – it could be spoken information, information in a database or on a computer screen, a photograph or video recording.

Depending on the type of information and the context, the information or opinion does not have to include the name of an individual to be personal information.

Examples of personal information are:

- » A person's name, address, phone number or email address.
- » A photograph of a person.
- » A video recording of a person, whether CCTV or otherwise, for example, a recording of events in a classroom, at a train station, or at a family barbecue.
- » A person's salary, bank account or financial details.
- » Allegations of wrongdoing against a person or details of wrongdoing or offences they may have committed.
- » Details about a person's land ownership or disputes to do with their land.
- » Details about a person's education or education activities, such as what degree they possess or their candidature for a PhD.
- » The fact that a person is a member or leader of an association and their attendance at meetings.
- » A person's medical details or health information.
- » A person's fingerprints or blood type.
- » Details about a person's religious or sexual preferences.
- » Details about a person's membership of a trade union or professional body.

Personal information includes some information people may not normally consider to be private, for example:

- » A work email address or phone number.
- » Opinions given as part of a person's employment.
- » The fact that a person is the author of a report.
- » A person's name appearing in work documents.
- » A letter written in a person's official capacity, such as a letter from the president of a club.

## HOW DOES THE INFORMATION PRIVACY ACT 2009 PROTECT PERSONAL INFORMATION?

An individual's ability to control their personal information is the key to their right to privacy. The *Information Privacy Act 2009* gives them control over their personal information by requiring council to follow the Information Privacy Principles contained in the *Information Privacy Act 2009* when it collects, stores, uses and discloses personal information.

Any personal information collected must be:

- » Directly related to or necessary for a lawful purpose or function of council.
- » Relevant, up-to-date and complete.
- » Collected fairly and lawfully.
- » Stored safely and securely.

Generally, personal information can only be used for the reason it was collected or for a directly related purpose, and will not be disclosed, unless written permission has been provided by the individual. There are some exceptions to this, for example, council can use personal information for another purpose or disclose personal information if the use or disclosure is:

- » Permitted or required by a law.
- » Essential for law enforcement.
- » Likely to prevent or lessen a threat to the life, health or safety of an individual or to public health or safety.

## HOW DO I MAKE AN INFORMATION PRIVACY ACCESS APPLICATION?

All information privacy applications must be made using the approved form or by applying online at [www.townsville.qld.gov.au](http://www.townsville.qld.gov.au).

When applying for access to personal information you must:

- » Describe the information you are seeking.
- » Provide as much information as possible about the document or video footage you wish to view such as file numbers, dates or times if known.
- » If amendment is required provide correct details.
- » Provide your contact details.
- » Attach proof of your authorisation to act on someone's behalf.
- » Provide evidence of identity.

Completed application forms may be mailed or delivered to council at:

Townsville City Council  
PO Box 1268  
Townsville QLD 4810

## HOW MUCH WILL AN INFORMATION PRIVACY APPLICATION COST?

There are no applications fees if you are applying under the *Information Privacy Act 2009* to access or amend personal information.

For applications which contain one or more documents which do not concern your personal information, there is an application fee and, if the application takes more than five hours to process, a processing charge may be payable for time spent searching for or retrieving a document or making a decision about access.

If there is a processing charge for your application, you will be given a Charges Estimates Notice before your application is progressed.

*See back page for contact details*