



Protecting your privacy

The Department of Families, Seniors, Disability Services and Child Safety (the department) collects and uses personal information as part of its day-to-day activities.

The *Information Privacy Act 2009* (IP Act) sets out how Queensland Government agencies must handle personal information.

What is personal information?

Personal information is opinion or information about a person, whether true or false, that identifies or could identify the person, and may include:

- race, ethnicity or religion
- financial details
- medical information
- employment information.

You may be identifiable from the information, even if your name is not mentioned.

What does this mean for you?

The department will collect and manage your personal information in accordance with 11 Information Privacy Principles (the IPPs). Below is a summary of the IPPs:

IPP1 Collection: lawful and fair

The department must only collect personal information that is necessary for its functions and activities. The information must be collected fairly and lawfully.

IPP2 Collection notice

The department should tell you why it is asking you for information, any laws that allow it to ask for the information, and to whom it usually gives the information.

IPP3 Collection: relevance

The department must take reasonable steps to ensure that the personal information it collects is relevant, up-to-date and complete. The way it collects the information must not be unreasonably intrusive.

IPP4 Security and storage

The department must keep your information safe.

IPP5–7 Access and amendment

The department publishes details about the personal information it holds in its Privacy Guide.

You can ask for the information the department holds about you (see below). You can also ask to have it changed if it is not accurate, relevant, complete or up to date, or if it is misleading.

IPP8–11 Use and disclosure of personal information

The department must take reasonable steps to ensure that it only uses personal information that is accurate, complete, up-to-date and relevant.

The department must only use your information for the purpose for which it was collected and not disclose it to anyone else, unless special circumstances apply e.g. you consent, or it is necessary for health and safety or law enforcement purposes.



How can you access or amend your information?

You may be able to ask for information the department holds about you using one of the department's administrative access schemes, or you can apply under the IP Act. If the documents contain information which is not your personal information, you may need to apply under the *Right to Information Act 2009*.

If you believe that your information is inaccurate, irrelevant, incomplete, and out of date or misleading, you may ask the department to change the information.

The [department's RTI page](#) tells you how to apply for or amend your personal information.

Complaints

If you believe that the department has not handled your personal information properly, you can make a privacy complaint. Your complaint must:

- be in writing using
- give details of the complaint and the outcome you seek, and
- be made within 12 months.

The department's Information [Privacy page](#) and [Complaints page](#) have information about how to make a privacy complaint.

Review of your complaint

If you are not satisfied with the department's response, or if you don't receive a response within 45 business days, you can complain to the [Office of the Information Commissioner](#) (OIC).

If you are still not satisfied, you may ask the OIC to refer your complaint to the Queensland Civil and Administrative Tribunal (QCAT). There is information about that process on [the QCAT website](#).

Contact us for more information

Information Privacy Team

Phone: (07) 3097 5609

Email: privacy@dcssds.qld.gov.au

Complaints Unit

You can contact the Complaints Unit by:

Phone: 1800 080 464 to reach a 24/7 government customer service phonenumber

Email: feedback@dcssds.qld.gov.au or use the [online form](#)

Mail: Complaints Unit
Department of Families, Seniors, Disability Services and Child Safety
Locked Bag 3405
Brisbane Qld 4001

Information Access and Amendment Unit

Phone: 1800 809 078 (Free call) or (07) 3097 5605

Email: rti@dcssds.qld.gov.au

Mail: RTI, Privacy, Records Management and Redress
Department of Families, Seniors, Disability Services and Child Safety
Locked bag 3405
Brisbane QLD 4001