

1. Introduction

The Public Trustee of Queensland (Public Trustee) is committed to protecting the privacy of your personal information.

The Public Trustee maintains an interactive website. The website is a valuable information resource for clients and the community. We understand and appreciate that as visitors and users of this website you are concerned about privacy, confidentiality and security of any personal information that you provide to us.

The Queensland Government has introduced privacy legislation for the Queensland public sector based on 11 Information Privacy Principles (IPP). These are contained in the *Information Privacy Act 2009* that Queensland State Government agencies are required to adhere to.

The IPP place an obligation on agencies to take reasonable steps to ensure that people are aware of the types of personal information held by an agency, why they are held, and how an individual can access their personal information. Our Information Privacy Plan sets out the types of personal information we hold and how we handle this information.

1. Collection notice

We will only use personal information collected via our website for the purposes for which it was given to us and for related, internal management processes. We do not share personal information about you with other government agencies, organisations or anyone else unless one of the following applies:

- you have consented
- you'd expect us to, or we have told you we will
- it is required or authorised by law
- it will prevent or lessen a serious threat and imminent threat to somebody's life or health
- the disclosure is reasonably necessary for law enforcement, or the protection of public revenue.

2. Site visit data

When you visit our website at www.pt.qld.gov.au to read or download information, our server records the following information for statistical purposes:

- your servers address and the name of the top level domain from which you accessed the internet (e.g. .gov, .com, .edu, .net, .org, .au, .nz etc)
- the type of browser you use (e.g. Internet Explorer, Safari etc)
- the date you accessed the website and the time you spent accessing the website
- the pages you have accessed and the documents you have downloaded
- the previous internet address from which you linked directly to our website.

The above information is gathered solely for the purposes of creating anonymous, aggregate statistics which allow us to assess the number of visitors to the different sections of our website, discover what information is most (and least) useful, improve the quality of our website and make it more useful to future visitors. No attempt is or will be made to identify users or their browsing activities except in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect activity logs.

2.1 Google™ analytics

We are committed to providing a useful and effective service via our website. To that end, we employ the tools provided by Google™ Analytics to gather information about how our website is accessed. Google™ Analytics uses 'cookies', which are text files placed on your computer, to help us analyse how users use the website.

The information generated by the cookie about your use of our website will be transmitted to and stored by Google™ on servers located outside of Australia. No personally identifying information is recorded or provided to Google™. If you are logged in to our website, information about your user account is not linked to data recorded by Google Analytics and is not provided to Google™.

You can view an example of a Google™ analytics report at the following link http://www.oic.qld.gov.au/_data/assets/pdf_file/0006/7755/other-sample-googleanalytics-report.pdf

For information on the Google™ Privacy Policy, visit <http://www.google.com.au/intl/en/policies/>

2.2 Links to other sites

Our website contains links to websites of other organisations, departments and agencies. We are not responsible for the content and privacy practices of other websites.

2.3 Cookies

A cookie is a piece of data or a small file that an internet website sends to your browser when you access information at that site. Cookies allow websites to be able to recognise you as you browse their website.

Our website employs the use of session cookies only. Session cookies enable our website to keep track of your movement from page to page so you do not get asked for the same information you have already given. Cookies allow you to proceed through many pages of our website quickly and easily without having to authenticate or reprocess each new area you visit.

After your browser session to our website is closed, the session cookie stored on your machine is erased. No attempt is or will be made to identify users or their browsing activities except, in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect activity logs.

2.4 Email correspondence

Email correspondence sent to our website may be treated as a public record and retained as required by the *Public Records Act 2002* and other relevant legislation. Email messages may also be monitored by our information technology staff for system trouble-shooting and maintenance purpose. Your email address details will not be added to a mailing list (unless you so request) or disclosed to a third party unless required by law.

3 Access to your personal information

The IP Act provides you with the right to request access to, or amendment of your personal information in our possession or under our control.

Please note as part of the access application process we will ask you to make your request in writing using the forms below and provide us with proof of identity.

3.1 Application forms

- [Right to Information and Information Privacy Access Application \(PDF, 171KB\)](#)
- [Information Privacy Personal Information Amendment Application \(PDF, 128KB\)](#)

More information on how to make an application under the IP Act can be found at the following link: www.rti.qld.gov.au

Individuals can also contact our Governance & Executive Directorate prior to making an application if they have any questions about the process. Contact details for the Directorate are provided below.

3.2 Administrative Release

Administrative access schemes are designed to give individuals access to their own personal information or to non-sensitive information, except where legislation (e.g. *Adoption Act 2009* (QLD)) prevents such release or the information contains personal information of another person. It is a discretionary process, and does not have the rights of review available to applicants under statutory access schemes. Administrative release allows us to give access to certain types of information as a matter of course without the need for a formal application under legislative schemes such as the *Right to Information Act 2009* and IP Act.

Requests for access to information under our administrative access scheme should be directed to the Governance & Executive Directorate using the contact details below.

4 Privacy Complaints

If an individual believes that their personal information has not been dealt with in accordance with the IP Act, they may make a privacy complaint to us in the first instance.

Privacy complaints should be made in writing and should disclose as much information as possible to enable the Office to respond appropriately.

All privacy complaints received by the Office will be investigated and a written response will be provided to the complainant within 45 business days of receipt as per the IP Act.

If you wish to make a privacy complaint, please mark it 'Private and confidential' and send it to us using the following details:

By letter: Director,
Governance & Executive Directorate
The Public Trustee
GPO Box 1449
Brisbane QLD 4001

By email: governance@pt.qld.gov.au

By Fax: 07 3213 9489

Individuals can also ring Governance & Executive Directorate to discuss the matter on 07 3213 9490.

If a complainant is not satisfied with our response or does not receive one within 45 business days, then they may refer a written complaint to the Office of the Information Commissioner (OIC).

The OIC is an independent statutory authority empowered under the IP Act to mediate and resolve privacy complaints where the complainant has previously lodged a complaint with a government agency, but remains dissatisfied with the outcome of that process.

Complaints to the OIC must:

1. be made in writing;
2. state an address of the complainant to which notices may be forwarded; and
3. give particulars of the act or practice complained of.

Complaints in writing can be lodged either by completing a hard copy of the complaint form contained on the website <http://www.oic.qld.gov.au/about/privacy/privacy-complaints>, lodging it online, or by letter, and either hand delivering, posting, faxing or emailing it to the OIC office at:

Postal address

Office of the Information Commissioner
PO Box 10143, Adelaide St
Brisbane QLD 4000
email: administration@oic.qld.gov.au

Office address

Level 8, 160 Mary Street
BRISBANE QLD 4000

Telephone: 07 3405 1111

Fax: 07 3405 1122

If the complaint is unable to be mediated by the OIC then the complainant can require the OIC to refer its complaint to the Queensland Civil and Administrative Tribunal for a hearing.