

Premier and Minister for Veterans

Privacy Policy

1. Purpose

The *Information Privacy Act 2009* and its Queensland Privacy Principles set the rules for how personal information is to be handled. This Policy relates to the Premier and Minister for Veterans and their office, the Assistant Minister to the Premier on Matters of State and New Citizens and the Assistant Minister to the Premier for Cabinet and South West Queensland (the Assistant Ministers) and sets out how we manage personal information including:

- (a) the kinds of personal information we collect and hold, how we collect and hold that personal information, and the purposes for which we collect, hold, use and disclose personal information
- (b) how you may complain about our handling of your personal information and how we will deal with the complaint.

2. Scope

This Policy applies to the Premier and Minister for Veterans and ministerial staff members working in the Office of the Premier and the Assistant Ministers and to the personal information we collect, store, manage, use and disclose in relation to the administration of the ministerial portfolio responsibilities.

The Office of the Premier and the Assistant Ministers are separate to the Department of the Premier and Cabinet (DPC). Information may be shared between the Office of the Premier, the Assistant Ministers and DPC to support the implementation of policies and programs, provision of advice, and responding to correspondence and submissions, which may contain personal information. Reference to the Premier's Office in this Policy includes the Assistant Ministers.

For information on how DPC collects and discloses personal information, please refer to DPC's Privacy Policy.

3. How we manage personal information

3.1 Personal information we collect and hold

The definition of 'personal information' is set out in the Definitions in section 11.

As the leader of Government, the Premier and Minister for Veterans and their office, supported by DPC, undertake many functions to ensure the proper administration of the Premier's portfolio. The Office of the Premier collects, uses, stores and discloses a range of personal information for the purposes of providing services to carry out the Premier's functions.

This includes personal information about Ministers, Assistant Ministers, current and proposed ministerial staff members, members of the public, stakeholders, persons attending functions and events organised by the Office or DPC on behalf of the Office and nominees being considered for appointment to government bodies and as statutory office holders.

Personal information may include:

- identity and contact details for individuals (e.g. name, phone, email and postal address)
- information relating to individuals' personal circumstances, including personal interests and conflicts of interest
- information relating to individuals' financial affairs (e.g. bank account details)
- information about employment (e.g. employment status and work history, education status, referee comments and salary).

We may also receive sensitive information. The definition of sensitive information is set out in the Definitions in section 11. We will generally only collect sensitive information with consent, or otherwise consistent with the obligations under the Act.

4. How we collect or receive personal information

We collect and receive personal information in a range of ways depending on how you interact with us.

4.1 Collecting personal information

We may collect personal information to perform the functions of the Office, for example to arrange a meeting with you or a stakeholder.

Where possible, we collect the information directly from you or your authorised representative. Sometimes we may collect information about an individual from a third party, or indirectly, including from a Queensland government agency, or other Ministerial Office, but only if: the individual has given consent; if it is otherwise consistent with the obligations under the Act; or it is unreasonable or impracticable for us to collect the information from the individual.

4.2 Receiving unsolicited personal information

We receive personal information from individuals without directly asking for it. Personal information may be received when you email us, write to us by mail, contact us by telephone, submit an enquiry through Queensland Cabinet and Ministerial Directory website or when you interact with us through social media platforms. We may also receive your personal information when you correspond with DPC, another Minister, Member of Parliament, organisation or other third party where your correspondence relates to matters that fall within the Premier's responsibility.

We take reasonable steps to ensure individuals providing unsolicited personal information to the Office understand how the information may be used or disclosed, including by publishing this Policy, providing a privacy statement on the Premier's page and the Assistant Minister pages of the Queensland Cabinet and Ministerial Directory and including a privacy statement in automatically generated acknowledgements to emails.

4.3 Remaining anonymous

You are able to use a pseudonym and remain anonymous when interacting with us unless:

- we are required or authorised under an Australian law, or a court or tribunal order, to deal with individuals who have identified themselves, or
- it is impracticable to deal with you if you have not identified yourself or are using a pseudonym.

We will inform you if you are not able to remain anonymous or use a pseudonym when dealing with us.

5. How we hold and protect personal information

We take seriously our obligations to protect the personal information held by the Office and take reasonable steps to protect your personal information against misuse, interference and loss, and from unauthorised access, modification or disclosure. However, if you do not provide contact details, we may not be able to respond.

These steps include:

- ensuring physical access to the Office is secure
- classifying and storing records securely, including storing physical documents in secure cabinets within the Office
- limiting access to information in records systems to appropriate officers
- monitoring system access with controls and authenticated credentials
- regularly updating and auditing our storage and data security systems.

If personal information that we hold is lost, or subject to unauthorised access or disclosure, we will respond in accordance with the Act and our Data Breach Policy. Our priority is to mitigate harm and to provide timely advice to affected individuals if a data breach is likely to result in serious harm.

6. Our activities – why we need personal information (purpose)

The Office supports the portfolio responsibilities of the Premier and Assistant Ministers.

Our functions and activities that involve personal information include:

- supporting the Premier and Assistant Minister in relation to their portfolio responsibilities and duties
- supporting the Premier in relation to Cabinet, Executive Council and Parliamentary responsibilities
- supporting the Premier and Assistant Minister's attendance at events and official visits
- responding to correspondence
- Government communications and engagement with media
- managing employment and human resource matters within the Office and across all Ministers Offices.

7. Use and disclosure of personal information

We use and disclose personal information for the purpose for which it was collected and received. We will not use or disclose personal information for another purpose (a secondary purpose) unless: you consent to the use or disclosure of the information, it is otherwise consistent with the obligations under the Act.

The information you provide to the Office may be disclosed to DPC to respond to your matter or resolve the issues you have raised. It may also be disclosed to other Ministerial offices, departmental staff or other government bodies to resolve issues you raise with us.

We also publish the Premier and Minister for Veterans and Chief of Staff and Assistant Minister diary extracts on a monthly basis, which may include personal information of attendees.

When you engage with us on social media, your personal information may be stored by those platforms in countries outside Australia and will be subject to the platform's own privacy arrangements and laws in the platform's jurisdiction.

8. Access to and correction of personal information

The *Information Privacy Act 2009* provides you have a right to access, and request correction of, personal information we hold about you.

We try to provide individuals with access to their own personal information informally. Where a request is unable to be dealt with informally, you may make a formal application under the *Right to Information Act 2009*.

The Right to Information and Privacy unit in DPC processes applications on behalf of the Office. Applications must be in writing and submitted by mail, email or in person as follows:

Email: rti@premiers.qld.gov.au

Mail: Manager, Right to Information and Privacy
Department of the Premier and Cabinet
PO Box 15185
CITY EAST QLD 4002

Further information about how to apply can be found on the DPC RTI webpage.

9. Making a privacy complaint

If you believe we have misused your personal information or did not meet our obligations under the Act to comply with the privacy principles, you can make a privacy complaint to us.

Your complaint must:

- be in writing
- include your contact details so we can contact you about the complaint
- provide a description of your privacy issue or concern
- be made within 12 months of the privacy issue occurring.

Privacy complaints may be sent to the Chief of Staff as follows:

Email: premier@ministerial.qld.gov.au

Mail: Chief of Staff
Office of the Premier
PO Box 15185
City East
Queensland 4002

Your complaint will be investigated and a written response advising the outcome of the complaint, including any remedies, will be provided to you within 45 business days. If you are not satisfied with our response, you may make a privacy complaint to the Office of the Information Commissioner (OIC). A guide outlining the OIC's privacy complaint process is available on the [OIC website](#).

10. Legislation and/or associated documents

10.1 Legislation

[Information Privacy Act 2009](#)

[Right to Information Act 2009](#)

10.2 Related policies

Premier and Minister for Veterans Data Breach Policy

11. Definitions

Word or term	Definition
Ministerial staff member	A person employed under the <i>Ministerial and Other Office Holder Staff Act 2010</i> .
Personal information	Information or an opinion about an identified individual or an individual who is reasonably identifiable from the information or opinion: <ul style="list-style-type: none"> a) whether the information or opinion is true or not; and b) whether the information or opinion is recorded in a material form or not. <p>Refer section 12 <i>Information Privacy Act 2009</i></p>
Sensitive information	For an individual, means the following – <ul style="list-style-type: none"> (a) information or an opinion, that is also personal information, about the individual's— <ul style="list-style-type: none"> (i) racial or ethnic origin; or (ii) political opinions; or (iii) membership of a political association; or (iv) religious beliefs or affiliations; or (v) philosophical beliefs; or (vi) membership of a professional or trade association; or (vii) membership of a trade union; or (viii) sexual orientation or practices; or (ix) criminal record; (b) health information about the individual; (c) genetic information about the individual that is not otherwise health information; (d) biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or (e) biometric templates. <p>Refer Schedule 5 Dictionary <i>Information Privacy Act 2009</i></p>

POLICY ADMINISTRATION

12. Revision History

Revision date	Version Number	Author	Description of changes
June 2025	1.0	Gina McCabe	Initial draft

13. Approval

Approver	Date
Office of the Premier	30 June 2025