

Information Privacy Statement

Version: 7.0 | **Version effective date:** 01/07/2025

Supersedes: Information Privacy Plan 6.1

1. Introduction

QPT recognises the importance of the privacy of individuals and understands the need to act responsibly and transparently when collecting and managing personal information.

The [Information Privacy Act 2009 \(Qld\)](#) (IP Act) regulates how Queensland public sector agencies, including the Queensland Public Trustee (QPT), collect, manage, use and disclose personal information. Under the IP Act, QPT must comply with the following Queensland Privacy Principles (QPPs):

QPP 1	open and transparent management of personal information
QPP 2	anonymity and pseudonymity
QPP 3	collection of solicited personal information
QPP 4	dealing with unsolicited personal information
QPP 5	notification of the collection of personal information
QPP 6	use or disclosure of personal information
QPPs 7 - 9	Not applicable ¹
QPP 10	quality of personal information
QPP 11	security of personal information
QPP 12	access to personal information
QPP 13	correction of personal information

This document aims to meet QPT's obligations under QPP 1 - to ensure that individuals are aware of how QPT collects personal information, the types of personal information QPT collects and holds, why the information is held, how the information is used and disclosed (including whether an individual's personal information is likely to be disclosed outside of Australia), and how an individual can request access to (or amend) their own personal information or complain about a breach by QPT of the QPPs.

2. How QPT collects personal information and the types of personal information collected

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable from the information or opinion, whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not.² Common examples include an individual's name, signature, address, telephone number, date of birth, medical records, bank account details, employment details, and commentary or opinions made about the individual. Generally, the presence of an individual's name in a document is sufficient to make it personal information.

¹ For QPPs 7-9, the corresponding Australian Privacy Principles (APPs) have been reflected in the *Information Privacy Act 2009 (Qld)* (IP Act) but have not been implemented in Queensland. These are: QPP 7 – Direct marketing; QPP 8 – Cross-border disclosure of personal information, noting that similar requirements to APP 8 are contained in s. 33 of the IP Act; and QPP 9 – Adoption, use or disclosure of government related identifiers.

² Section 12 of the *Information Privacy Act 2009 (Qld)*.

Information Privacy Statement

QPT collects personal information in an open and transparent manner from a range of individuals in a variety of ways to perform its functions and deliver services to the people of Queensland, including when an individual:

- calls or writes to QPT, or visits a QPT office
- enquiries about QPT's services, or when a service is provided to them
- offers or provides services to QPT
- interacts with a QPT website
- applies for a job with, or works for, QPT.

QPT may collect and hold personal information from:

- customers, their family members, representatives or members of their support network
- employees, including prospective employees, and contractors
- non-government service providers
- local, state and federal government agencies
- members of the public who communicate with QPT
- vendors and service providers.

Depending on the service provided or activity QPT is undertaking, the type of personal information collected may include:

- name (including former names, birth/adopted names, aliases)
- address (residential, postal)
- contact details (landline, mobile, preferred contact, email address)
- date (or age) and place of birth/death/marriage
- relationship details and family circumstances (including marital status, spouse/partner, parents, children, next of kin details)
- gender
- language, ethnicity, cultural identity
- citizenship, visa information
- financial institution account details
- reference numbers (QPT identification numbers or those of other organisations, for example Tax File Number, driver licence or passport number)
- details relating to property, income, assets and liabilities
- signature
- video or photographs of individuals
- family history
- medical / health / diagnostic information
- service provision needs
- occupation / employment history
- details of office bearers in funded organisations (i.e. names).

Certain functions and work groups of QPT may also collect additional information as required to fulfil their role or to perform regulatory, legislative and administrative activities, such as:

- personal information of individuals making complaints, subjects of complaints, and personal information related to complaint investigations
- recruitment information e.g. applications for employment with QPT, referee reports, interview notes and selection panel assessments
- personal information of employees (e.g. leave entitlements, bank account details, superannuation information, pay scale)
- information about specific interest areas (e.g. when attending QPT-led community events)
- personal information recorded by camera surveillance systems or other electronic monitoring devices at QPT premises and public contact areas.

Information Privacy Statement

When collecting personal information, QPT takes reasonable steps to explain why personal information is collected, what is done with it, whether any law requires its collection and identifies other entities to which it may be disclosed. This explanation may be provided in writing or given verbally.

3. Storage and security of personal information

Personal information may be stored in a variety of media including paper, correspondence, electronic databases, photographic or video images, digital format and audio recordings. The personal information QPT collects is generally stored in electronic databases including, but not limited to, a customer information database, human resources systems, accounting software and other systems required by internal work groups. Information may also be stored on desktop computers, laptops, mobile devices and work group directories.

Hardcopies of information are stored in secure locations. QPT takes reasonable precautions to protect personal information against misuse, interference or loss and unauthorised access, modification or disclosure.

QPT is required to comply with the [Queensland Government's Records Governance Policy](#) and relevant legislation regarding public records held by Queensland public authorities,³ which aims to ensure that the records of Queensland Government agencies are complete, reliable, and, if appropriate, retained in a usable form for the benefit of present and future generations.

4. Use and disclosure of personal information

QPT uses and discloses personal information when required to perform its functions and to undertake its administrative and statutory responsibilities (for example, to administer the financial affairs of adults with impaired capacity for decision making when QPT is appointed as financial administrator).

Sometimes, QPT may use or disclose personal information for a purpose that is different from why it was originally collected, for example:

- when the information will be used for a directly related purpose (e.g. making contact with a beneficiary of a Will when QPT has been appointed as the executor and is managing the estate of the deceased).
- when the person QPT collected the personal information from is reasonably likely to have been aware that it is usual practice to disclose that type of information to a particular person or entity (e.g. for example, when QPT is acting on behalf of a customer as their Financial Attorney and provides a copy of the Enduring Power of Attorney to the individual's bank).
- when the person has given consent (either expressly or impliedly) to use or disclose the personal information for another purpose.
- when QPT is satisfied on reasonable grounds that the use or disclosure is necessary to lessen or prevent a serious threat to the life, health, safety or welfare of an individual or the public (e.g. providing information to the police about a missing person to help to locate the person).
- when the use or disclosure is authorised or required by law (e.g. in response to a subpoena).
- when QPT is satisfied on reasonable grounds that the use or disclosure is necessary for law enforcement processes (e.g. an investigation by police of a criminal offence).
- when the use or disclosure is for research that is in the public interest and certain requirements are met.
- when QPT wants to seek feedback about its services, performance or proposed activities.
- for marketing purposes where the individual has provided their consent for this purpose and is given the opportunity to opt out.

When QPT enters into a contract or other arrangement with a third party for services that involve dealing with personal information, QPT is required to take all reasonable steps to ensure the service provider complies with the relevant QPPs. If QPT does not take such reasonable steps to ensure the service provider complies with the QPPs, this obligation remains with QPT.

³ *Public Records Act 2002* (Qld) up to 4 December 2023; *Public Records Act 2023* (Qld) from 5 December 2024.

Information Privacy Statement

Disclosing personal information outside of Australia

The IP Act allows personal information to be disclosed outside of Australia only in certain circumstances, such as:

- when the individual has agreed
- the disclosure is authorised or required under a law
- QPT is satisfied on reasonable grounds that the disclosure is necessary to lessen or prevent a serious threat to the life, health, safety or welfare of any individual, or to public health, safety and welfare
- if two or more of the following criteria apply:
 - the recipient is subject to equivalent privacy obligations
 - the disclosure is necessary to perform a function of QPT
 - the disclosure is for the individual's benefit
 - reasonable steps have been taken by QPT to ensure the information is protected.

An example of where QPT may disclose personal information outside of Australia includes where a member of the public has requested QPT correspond with them using a web-based email service that has servers based in another country.

5. Accessing personal information

QPT's administrative access scheme allows individuals to access a range of documents and personal information QPT holds about them without the need for a formal application under the [Right to Information Act 2009 \(Qld\)](#) (RTI Act).

Please refer to the Administrative Access Policy on QPT's website for more information about how to request access to your own personal information.

6. Amendment of personal information

If an individual considers that the personal information QPT holds about them is inaccurate, incorrect, out of date or misleading, they can make a formal written application under the RTI Act to have their personal information amended. The process for requesting an amendment to personal information is detailed on the Queensland Government's Right to Information website at www.rti.qld.gov.au.

Before lodging an amendment application, the applicant may want to contact QPT's Privacy Officer on (07) 3564 2103 or email privacy@pt.qld.gov.au to discuss their concerns.

7. Making an information privacy complaint

QPT is committed to adhering to the QPPs and maintaining a culture of transparency and accountability when handling personal information, and ensuring that it has a consistent and effective approach to managing complaints regarding information privacy by:

- managing personal information with integrity
- adhering to the QPPs set out in the IP Act
- properly assessing information privacy complaints and, where appropriate, reviewing or investigating thoroughly, impartially and with procedural fairness
- managing all information privacy complaints in a responsive manner and treating all complainants with respect throughout the information privacy complaints management process.

If an individual is dissatisfied with the way QPT has collected, managed, used or disclosed their personal information, the Information Privacy Complaints Management Policy on QPT's website steps out more information about how to make an information privacy complaint.

Information Privacy Statement

Further information

For more information about how QPT handles personal information, including what to do if you think QPT has not dealt with personal information in accordance with the IP Act, please contact:

Privacy Officer
Compliance Systems & Governance
Queensland Public Trustee
GPO Box 1449
Brisbane QLD 4001
Phone: 07 3564 2103
Email: privacy@pt.qld.gov.au

Information is also available from the Office of the Information Commissioner at www.oic.qld.gov.au.

Information Privacy Statement

Document information (for internal use only)

Policy Owner	Executive Director, Strategy and Governance
Policy Delegate	Director, Compliance Systems and Governance

Current Version				
Approver's title	Approval date	Effective date	Next review date	File number
Public Trustee of Queensland and CEO	2/6/2025	1/7/2025	1/7/2027	T25/1360
Keywords	Information Privacy; Privacy; Administrative Access; Personal Information; IP Act; RTI Act, Privacy Complaint			

Supersedes	
Document title	Version Number
Information Privacy Plan	6.1

Revision history			
Version No.	Document title	Date approved	Sections modified
0.1	Information Privacy Plan	October 2011	Created first version
0.1.2	Information Privacy Plan	November 2011	First draft circulated for feedback
1.0	Information Privacy Plan	January 2012	Final for approval
2.0	Information Privacy Plan	December 2012	Incorporate review changes
3.0	Information Privacy Plan	January 2013	Incorporate review changes
4.0	Information Privacy Plan	June 2014	Incorporate review changes
5.0	Information Privacy Plan	August 2014	Incorporate OIC suggestions
6.0	Information Privacy Plan	November 2018	Review in response to the recommendations of an Internal Audit of Information Privacy
6.1	Information Privacy Plan	February 2019	Further amendments to incorporate feedback from Manager, Security and Business Resilience

Information Privacy Statement

7.0	Information Privacy Statement	June 2025	Updated with new QPT template, change of name and reviewed/updated to ensure compliance, including alignment with changes arising from the <i>Information Privacy and Other Legislation Amendment Act 2023</i> (Qld)
-----	-------------------------------	-----------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------