



Privacy Policy

Policy Owner:	Manager, Business Services
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Document Control

Version	Approved By	Approval Date	Revisions
V. 1.0	GCWA CEO	21 December 2023	Initial Version

General

Gold Coast Waterways Authority (referred to in this document as **we, us** or **our**) recognises that your privacy is very important, and we are committed to managing and protecting the personal information we collect and hold about individuals.

The *Information Privacy Act 2009* (Qld) (**Information Privacy Act**) and the Information Privacy Principles (**IPPs**) govern the way in which we must manage your personal information. This policy sets out the types of personal information we may hold about you, the purposes for which we use that personal information, and the steps you can take to access any personal information about you that we hold.

Generally, we may require personal information about you in order to effectively and efficiently perform our functions under:

- (a) the *Gold Coast Waterways Authority Act 2012* (Qld);
- (b) the *Land Act 1994* (Qld);
- (c) the *Planning Act 2016* (Qld);
- (d) the *Transport Infrastructure Act 1994* (Qld);
- (e) the *Transport Operations (Marine Safety) Act 1994* (Qld); and
- (f) the *Transport Operations (Marine Pollution) Act 1995* (Qld).

Definitions

‘Personal Information’ is information about an individual whose identity is apparent, or can be reasonably ascertained, from the information”. Information Privacy Act 2009 (Qld) (IP Act).

Collection

Types of information collected

We may collect and hold personal information about you (including in documents over which we have control). Personal information is information about you where your identity is apparent or from which your identity can be reasonably ascertained, and is relevant to providing you with the services.

The types of personal information we typically collect and hold include:

- (a) *If you are a subscriber to our mailing list:* your name, email address and place and type of business (if applicable);
- (b) *If you have submitted an enquiry, request for permits, tidal works application, complaint or compliment:* your name, email address, phone number, and any other personal information you may include in the details of your enquiry, application or message, including the names of any other persons to whom you refer;
- (c) *If you are a prospective or current employee:* your name, date of birth, address, email address, phone number, bank account details and emergency contact details;
- (d) *If you are a follower of our social media channels or have attended any of our events or community information sessions or entered any competitions facilitated by us:* your name, email address and phone number (as applicable);
- (e) *If you have applied for a Trust Land permit or Aquatic Event permit:* your name, email address, phone number and address;
- (f) *If you have applied for a buoy mooring, are a marina owner or are involved in any of our operations relating to a vessel:* your name, address, email address, phone number, drivers licence, rates notice, vessel name, owner name (if the vessel owner is a different person to the entity submitting the application or enquiry, or otherwise involved in the operation) and registration details; and
- (g) *If you have submitted a request for information under the Right to Information Act 2009 (Qld):* your name, address, email address and any other personal information you may include in your application,
- (h) *If you are subject to an onsite vessel inspection,* we may also collect and hold personal information relating to the offending vessel or vehicle owner through body-worn cameras,

and any other information relevant to providing you with the services you are, or someone else you know is, seeking.

Where relevant to your engagement with us, we may also collect and hold information relating to your place and type of business.

Method of collection

Personal information will generally be collected directly from you through the use of any of our standard forms, over the internet, via email, in person or through a telephone conversation with you.

If you are subject to an onsite vessel inspection, we may collect and hold personal information through body-worn cameras.

We may also collect personal information about you from third parties acting on your behalf.

There may, however, be some instances where personal information about you will be collected indirectly because it is unreasonable or impractical to collect personal information directly from you.

Purpose of collection

The personal information that we collect and hold about you depends on your interaction with us. Generally, we will collect, use and hold your personal information if it is reasonably necessary for or directly related to the performance of our functions and activities and for the purposes of:

- (a) providing services to you or someone else you know;
- (b) investigating, processing and responding to enquiries, requests or applications;
- (c) facilitating our internal business operations, including:
 - (i) establishing our relationship with you;
 - (ii) maintaining and managing our relationship with you and communicating with you in the ordinary course of that relationship (including responding to feedback or complaints);
 - (iii) updating and maintain our databases;
 - (iv) the fulfilment of any legal requirements; and
 - (v) analysing our business operations, services, customer needs and community sentiment with a view to developing new or improved business operations or services; and
- (d) providing you with promotional material and other information about other services that we and other organisations that we have affiliations with, offer that may be of interest to you. You may unsubscribe from our mailing lists at any time by using the unsubscribe feature on any emails we send, or otherwise by contacting us in writing.

Failure to provide information

If the personal information you provide to us is incomplete or inaccurate, we may be unable to provide you, or someone else you know, with the services you, or they, are seeking.

Internet users

Our website may contain links to other websites. We are not responsible for the privacy practices of linked websites and linked websites are not subject to our privacy policies and procedures.

Use and disclosure

Generally, we only use or disclose personal information about you for the purposes for which it was collected (as set out above). We may disclose personal information about you to:

- (a) our employees, volunteers, contractors, consultants and other parties who require the information to assist us with facilitating our internal business processes, providing you with information and services, and with establishing, maintaining, managing, or ending our relationship with you;
- (b) third party service providers who assist us in operating our business and providing you with information and services (including payment processors, insurers, IT and technology service providers, and professional advisers such as lawyers, accountants, and auditors) and these service providers may not be required to comply with our privacy policy; third parties to whom you have agreed we may disclose your information (for example, your emergency contacts); and
- (c) any other entity as otherwise permitted or required by law.

Where required by law, we may disclose personal information about you to third parties, including for maritime safety and law enforcement purposes.

Where we receive an enquiry that should be more appropriately addressed by another organisation (such as the City of Gold Coast, Maritime Safety Queensland (Transport and Main Roads) or Queensland Police Service) we may disclose the personal information contained in such enquiries to these organisations.

Security and storage

We store your personal information in different ways, including in paper and in electronic form. The security of your personal information is important to us.

GCWA takes all reasonable steps to keep personal information we hold secure and protected against loss, misuse and unauthorised access. GCWA maintains information technology and cyber security controls and awareness through measures such as security updates, education and online training. This is done in conjunction with the Corporate Administration Agency (CAA) who, under a service level agreement, provide IT services to GCWA. CAA maintain mandatory security requirements (Essential 8 Level 1) of Information Standard 18 (IS18.2018).

Content Manager is the official recordkeeping system for the GCWA and is compliant with Queensland State Archives' record keeping requirements. Content Manager is an enterprise document and records management system for physical and electronic information designed to help GCWA capture, manage, and secure business information in order to meet governance and regulatory compliance obligations and offers extensive security and access options to allow GCWA to secure our records to appropriate audience protecting personal information.

GCWA is subject to strict guidelines to comply with Queensland State Archives' storage standards. The storage facilities for physical records, digital storage media and data storage are in a secure location accessible only by authorised people. Records are appraised and sentenced using the Queensland State Archives approved Retention and Disposal Schedule and are destroyed by an authorised, secure shredding service annually, with permanent records remaining at the facility, as per the procedures above.

Access and correction

You may access the personal information we hold about you, upon making a written request. We will respond to your request within a reasonable period (and in any event, within the timelines required by the Information Privacy Act). We may charge you a reasonable fee for processing your request (but not for making the request for access).

We may decline a request for access to personal information in circumstances prescribed by the Information Privacy Act, and if we do, we will give you a written notice that sets out the reasons for the refusal, including details of the mechanisms available to you to make a complaint.

If, upon receiving access to your personal information or at any other time, you believe the personal information we hold about you is inaccurate, incomplete or out of date, please notify us immediately. We will take reasonable steps to correct the information so that it is accurate, complete and up to date.

If we refuse to correct your personal information, we will give you a written notice that sets out our reasons for our refusal, including details of the mechanisms available to you to make a complaint.

Complaints and feedback

If you wish to make a complaint about a breach of the Information Privacy Act, the IPPs or a privacy code that applies to us, please contact us using the details below and we will take reasonable steps to investigate the complaint and respond to you.

If you have any queries or concerns about our Privacy Policy or the way we handle your personal information, please contact us at:

Street address: 40-44 Seaworld Drive, Main Beach, Queensland 4217
Email address: mail@gcwa.qld.gov.au
Telephone: 0755397350

If after this process you are not satisfied with our response, you can submit a complaint to the Queensland Office of the Information Commissioner (**OIC**). To lodge a complaint, visit the 'Complaints' section of the OIC's website, located at <https://www.oic.qld.gov.au/about/privacy/make-a-privacy-complaint>, to obtain the relevant complaint forms, or contact the OIC's office.

For more information about privacy in general, you can visit the OIC's website at www.oic.qld.gov.au.