Queensland Government

GOLD COAST WATERWAYS AUTHORITY

Information Privacy

POLICY

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V1.0

Privacy Policy

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1.0 This Privacy Policy

1.1 About the Gold Coast Waterways Authority

The Gold Coast Waterways Authority (GCWA) has been an established statutory authority since 1 December 2012 operating under the *Gold Coast Waterways Authority Act 2012* (the Act) and supported by the *Gold Coast Waterways Authority Regulation 2022* (the Regulation).

GCWA has responsibility for a broad range of functions including:

- provide boats and other vessels quick and easy access to the Gold Coast waterways from a launching point such as a boat ramp, jetty or pontoon
- provide a safe and easy navigable channel network across all Gold Coast waterways that is supported by infrastructure needed to access it, such as buoy moorings
- ensure locations are maintained and regulated to ensure accessibility and enjoyment for all
- promote various Gold Coast waterway locations for a variety of uses including recreation, events and industry activities such as shipbuilding and maintenance, tourism, film and television production
- other business activities as required under the *Gold Coast Waterways Authority Act 2012* and *Gold Coast Waterways Authority Regulation 2022*

Learn more about our organisation here GCWA | Gold Coast Waterways

1.2 Purpose

This Privacy Policy outlines how we collect, use, disclose, and protect your personal information in accordance with the *Information Privacy Act* 2009 (Qld) (IP Act). Its purpose is to ensure transparency about our information handling practices and to help individuals understand their rights and our obligations regarding the collection and management of personal information.

1.3 Scope

This Privacy Policy applies to all personal information collected, stored, used, and disclosed by GCWA in accordance with the IP Act.

It applies to personal information relating to:

- current and former GCWA employees
- contractors engaged by GCWA
- external individuals, including members of the public, waterway users, stakeholders, and clients who interact with GCWA

This policy covers all GCWA operations, services, systems, and processes (both digital and paper based) that involve the handling of personal information, including those carried out by third parties on behalf of us.

1.4 About this Information Privacy Policy

GCWA is committed to safeguarding your privacy and personal information. We respect your rights and manage personal information in accordance with the IP Act.

This Privacy Policy outlines:

- the types of personal information we may collect and hold about you and others
- how we collect, use, store, and disclose your personal information, and the purposes for doing so
- how you can access or request corrections to your personal information held by us
- how to lodge a complaint if you believe your privacy has been breached, and how we will respond

The latest version of this policy is available on GCWA's website. If translation is required, we will make reasonable efforts to provide this. Contact us to make a request.

If you have any questions about how this policy applies, or if you would like to provide feedback or suggestions, please contact us using the contact details provided at the end of this policy.

1.5 Policy Review

This Privacy Policy will be reviewed every two years, or earlier in response to changes in legislation, organisational, or operational requirements.

2.0 GCWA'S Obligations under the Information Privacy Act

As a Queensland Statutory Authority, GCWA is bound by the Queensland Privacy Principles (QPPs) under the IP Act.

The IP Act governs how personal information, including sensitive information, is collected, used, stored, disclosed, and how individuals can access and correct their information. This policy details additional privacy requirements specific to Queensland Government.

For more information, visit the Queensland Government's website: Privacy rights | Your rights, crime and the law | Queensland Government.

2.1 Privacy by design framework

GCWA has embraced a 'privacy by design' approach to handling personal information. This involves integrating strong privacy practices throughout all operations and activities, and proactively identifying and addressing privacy risks. We achieve this by embedding privacy into business practices, workforce training, project practices, and physical infrastructure. We ensure compliance with the QPPs in a transparent and accountable manner.

2.2 GCWA's approach to handling personal Information

GCWA's approach to managing personal information is in accordance with the QPPs. Specifically, we:

- may collect your personal information if it is reasonably necessary for, or directly related to, its functions or activities required to meet the *Gold Coast Waterways Authority Act 2012* and *Gold Coast Waterways Authority Regulation 2022*
- may collect your sensitive information with your consent, when authorised or required by law, or as permitted under the IP Act
- will use and disclose your personal information solely for the purposes it was collected, or as otherwise permitted by the IP Act
- will inform you of the purpose for collecting your personal information either at the time of collection or as soon as practicable thereafter

2.3 What is personal information?

In this policy, personal information is defined as per the IP Act. It refers to any information or opinion about an identified individual, or one that is reasonably identifiable, regardless of whether it is true or recorded in any form.

Refer to Section 3.1 'Types of personal information for a comprehensive list of information classified as personal information.

2.4 What is sensitive information?

Sensitive information refers to personal details that is highly confidential and subject to greater privacy protection as it could lead to harm, discrimination, or distress if disclosed. This type of information is given stronger legal protection due to its potential impact on a person's rights.

Refer to Section 3.1 'Types of personal information' Sensitive Information for a comprehensive list.

3.0 Personal information we collect

3.1 Types of personal information

GCWA collects and holds various types of personal information necessary to carry out its functions and activities, including:

Personal information

- Identity Information:
  - full name, date of birth, age, and gender
  - photographs, video or audio recordings
- Contact Information:
  - residential and/or mailing address
  - phone numbers, fax number, and email address
- Financial and Credit Information:
  - bank account details
    - account number
    - BSB number
    - account name/s
    - financial institution name
    - branch address
  - credit card details
    - card number
    - card holder name
    - expiration date
    - card code verification (CCV)
- Licensing and Authorisations:
  - vessel registration details
  - driver's and marine licence and other required approvals
- Service and Product Interaction:
  - records of products or services purchased or enquired about
  - additional details required to deliver services or respond to enquiries
- Voluntary Disclosures:
  - information provided through forms, surveys, or interactions with our office (in both digital and physical formats)
- Online and Publicly Available Data:
  - posts or content shared on GCWA websites or social media
  - cookie and clickstream data (can be disabled by the user)
  - publicly accessible information from other websites or platforms
- Other Relevant personal information:
  - any additional information required to fulfil GCWA's statutory responsibilities and operational needs

Sensitive information (subcategory within personal information)

- health information, including data collected to ensure the health and safety of GCWA's workers and other individuals
- criminal records, such as those obtained through national criminal history checks
- religious beliefs or sexual orientation, including information voluntarily provided by participants in GCWA's diversity and inclusion network
- racial or ethnic origin, including Indigeneity, when relevant to GCWA's programs focused on First Nations people
- other types of sensitive information as required for GCWA's functions and activities

3.2 Remaining anonymous or using a pseudonym

We recognise that you may choose not to provide personal information in certain situations. You have the option to remain anonymous or use a pseudonym when interacting with us. However, in some cases, this may prevent us from offering the products or services you need, or from providing the level of service you expect from GCWA exercising its obligations under the Act. If it is not practical or possible for us to interact with you if you elect to remain anonymous or pseudonym, we may request you identify yourself so we can fulfill your request and carry out our functions.

4.0 How we collect and hold your personal information

4.1 Information we collect from you

GCWA typically collects personal information directly from you, including:

- when you provide information through applications, surveys, or forms, either in hard copy or electronically
- during conversations with us or its representatives via phone or in person
- through written correspondence, such as email or postal mail
- when you interact with GCWA's website or digital platforms, including GCWA social media

4.2 Information we collect from third parties

The IP Act permits GCWA to collect your personal information from a third party if:

- you consent
    - as part of executing duties such as, we may attempt to verify owner details of vessel or vehicle
- the collection is required or authorised under an Australian law, or a court/tribunal order
- it is unreasonable, impracticable or unsuccessful to collect the information directly from you

We may collect your personal information from third parties, such as:

- individuals authorised to represent you
- contractors and service providers engaged by us
- organisations and industry bodies supporting our operations
- other government departments or agencies
- law enforcement agencies and regulatory bodies
- financial institutions and credit reporting agencies
- publicly accessible online databases and websites (open sources)

4.3 Use of third-party SaaS providers

GCWA uses third-party Software-as-a-Service (SaaS) providers to support the delivery and performance of its digital services.

We do not collect, store, or process any personal or sensitive information through these services.

However, depending on the configuration and privacy practices of the SaaS provider, they may independently collect limited data, which could include personal or sensitive information. This collection is not initiated, managed, or controlled by us.

Users are encouraged to review the privacy policies of any third-party services linked to or embedded within our digital platforms or theirs to understand how their data may be handled by those providers.

4.4 Unsolicited personal information

We handle unsolicited personal information under the IP Act. If we lawfully retain it, we'll inform you how it will be used and disclosed, unless it's impractical.

4.5 Ways we collect your information

We may collect personal information through a variety of means, including:

- in-person meetings
- phone calls and written communication (including email and mail)
- paper and online forms or surveys
- recorded interviews, photos, and audiovisual materials
- physical and digital databases and services
- GCWA's website and social media channels
- publicly accessible third-party websites and social media platforms
- security checks and digital footprint analysis tools
- cookies, web analytics tools, and other data collection technologies
- online services, third party sources

4.6 Information handled through our website and online services

GCWA's website, online platforms and third-party services handle various types of information, including personal information. A summary of the types of personal information we collect is provided below.

Online Communication and Information Collection

When you contact us online, your email address and usage data (such as pages visited) may be recorded. This information is used for research or to provide the service you requested and won't be added to a mailing list unless you subscribe.

If you submit a form with personal details, it will be used only for the purpose provided, unless an exception applies.

For those who prefer not to share information online, we offer alternatives such as submitting forms by post.

Clickstream Data

We monitor visits to our website and collect aggregated data for statistical and analytical purposes. Information recorded may include pages visited, documents downloaded, user activity over time, referral sources, and commonly used devices, operating systems, and browsers. GCWA does not use cookies on our website. Should this practice change in the future, this privacy policy will be updated accordingly.

Google Analytics

GCWA's website uses Google Analytics to understand how visitors use the site and improve user experience. It collects data such as pages visited, navigation patterns, and device or browser type using cookies.

This information, including your IP address, may be stored on Google servers located outside Australia. It is used for reporting and analysis and is not used to identify or profile individuals.

You can opt out by disabling cookies, turning off JavaScript, or using Google's opt-out tool. For more details, refer to Google's Privacy Policy.

Third-Party Website Analytics

We may use third-party platforms (such as Facebook, Instagram, or LinkedIn) to share information about GCWA programs and activities.

These platforms have their own privacy policies and may use cookies independently of GCWA. This is separate from GCWA's use of tools like Google Analytics on its own website.

We do not control third-party cookies and recommend checking those websites for details on how their cookies work and how to manage them.

Email Communications via Vision 6

GCWA uses Vision 6 to send newsletters and other emails. Vision 6 may collect and store email addresses and related information on servers in Australia.

By subscribing, you consent to the use of your information under Vision 6's Privacy Policy and Terms of Use. You can unsubscribe at any time via the link in the email or by contacting GCWA.

Vision 6 may use cookies on our website from time to time. Cookies are text files placed in your computer's browser to store your preferences. Refer to the Cookie Policy for further information.

SurveyMonkey

Occasionally we use SurveyMonkey to run online surveys and public consultations. While most surveys are anonymous, SurveyMonkey may collect personal information such as names, contact details and IP addresses as metadata.

SurveyMonkey is an international provider with servers located outside Australia. Information submitted through surveys may be stored in those regions and is subject to their local laws.

By completing a GCWA survey hosted on SurveyMonkey, you:

- consent to your information being handled under SurveyMonkey's Privacy Notice and Terms of Use
- acknowledge that SurveyMonkey operates outside Australia and is not bound by the Queensland IP Act
- accept that you will not be able to seek redress under the IP Act

For more on cookies and data handling, visit the SurveyMonkey website. To opt out of GCWA's mailing list, contact: mail@gcwa.qld.gov.au.

Corporate Administration Agency (CAA) & Information Systems

The Corporate Administration Agency (CAA) manages GCWA's HR, finance, and information systems. It collects and handles personal information of our employees, board members, contractors, and customers in line with the IP Act.

CAA supports systems including:

- Content Manager – Manages GCWA's records (physical and digital) securely, with access controls
- TechnologyOne – Manages financial data, including personal and banking details for staff, contractors, and vendors

Personal information is used strictly for business administration and service delivery. For more, view the Queensland Government Privacy Policy.

EftSure

Eftsure is an Australian platform that helps organisations like GCWA securely process Electronic Funds Transfers (EFT), reducing the risk of fraud and payment errors.

We may collect personal information of employees, customers, contractors, and agents for financial transactions via Eftsure.

Eftsure and its partners use cookies for website functionality, analytics, and marketing (with your consent). You can manage or withdraw cookie preferences at any time using the "Manage cookies" option on their site. For more, see the Eftsure Privacy Policy and Cookie Policy.

Payment information may be collected to process your transactions, prevent fraud, and manage dispute resolution. This information may be shared with the Commonwealth Bank of Australia (CBA), our banking provider and with CAA as necessary. Our procedures for handling payment data are designed to comply with CBA's privacy requirements, which are detailed in the CBA Group Privacy Statement.

Transport Integrated Customer Access (TICA)

Selected staff use the TICA database, with access granted only after completing the TICA Basics course covering privacy and access requirements. We apply policies to protect the privacy and security of customer information in line with QPP's.

TICA related websites may use cookies to store user preferences but do not attempt to identify individuals.

For more information, refer to the Department of Transport and Main Roads (DTMR) Privacy Statement.

4.7 Credit Card Payment Handling

We are committed to ensuring the secure handling of credit card information in compliance with privacy obligations and industry best practices.

All payments made by credit card are processed either in person via a secure EFTPOS terminal at our office or over the phone. When a credit card payment is received over the phone, the following controls are in place to protect the customer's financial information:

- credit card details are not written down, recorded, or stored in any form (physical or electronic)
- the card number is manually entered directly into the EFTPOS terminal by the authorised staff member during the phone call
- the system is configured so that no cardholder data is retained in any GCWA records, systems, or communication channels

We do not retain or store credit card numbers at any stage of the transaction process. This practice aligns with comprehensive procedures, helping to reduce the risk of unauthorised access, data breaches, or financial fraud.

Only trained and authorised personnel are permitted to handle credit card transactions and are required to follow strict internal protocols to maintain the integrity and confidentiality of customer information.

4.8 How we hold your personal information

We hold your personal information when it:

- physically stores records containing your personal details (e.g. on GCWA-operated servers)
- has the authority to access or manage the information, even if stored externally (e.g. on third-party servers or archived files).

4.9 Storage and security

We store personal information in various formats, including paper, electronic records, audio-visual materials, and cloud-based systems.

We ensure the secure management and preservation of permanent records in compliance with the *Public Records Act 2023* (Qld), the requirements of the Queensland State Archives (QSA) and protected in line with the Office of the Information Commissioner (OIC) framework, QPP4 Storage and Security. Permanent records are stored both onsite at GCWA's controlled access facility and offsite at Iron Mountain, a certified provider of secure information management services. Iron Mountain offers a high-security storage environment that meets government compliance standards for records preservation. All records are protected against unauthorised access, loss, or damage, and access is restricted to authorised personnel only, in accordance with GCWA's obligations under the *Public Records Act 2023* and QSA guidelines.

If personal information is lost or accessed or disclosed without authorisation, GCWA will act in accordance with OIC guidance. Where a data breach is likely to cause serious harm, GCWA will notify affected individuals promptly.

4.10 Retention and destruction

All records held by us are regularly reviewed, appraised, and sentenced using QSA-approved Retention and Disposal Schedules. These include:

- The General Retention and Disposal Schedule (GRDS), which covers routine administrative and operational records common across Queensland public authorities
- The Maritime Safety Sector Retention and Disposal Schedule, which governs core records specific to GCWA's maritime safety responsibilities

Records are only retained for the duration specified in the relevant schedule and are securely destroyed once they are no longer required for business, legal, or accountability purposes. Destruction is carried out by an authorised and secure shredding service, generally on an annual basis, with documentation of the process retained for audit and compliance purposes. For more information, refer to the Queensland State Archives website.

5.0 Why we collect, hold, use and disclose your personal information

5.1 General purposes

This section outlines how we collect, use, and share personal information to support its people and operations.

Purpose of Collection and Use

Supporting Executive Office Functions and Committees

We use personal information to support executive office functions and service independent committees, boards, panels, councils and related bodies. This includes contacting members, distributing meeting papers, processing payments, finalising minutes, and managing other administrative tasks.

In some cases, these responsibilities are shared with other government entities. Where necessary, personal information may be accessed or disclosed to authorised officers from those entities. Member details may also be published on departmental, ministerial, or industry body websites.

Communication and Consultation

We use personal information to communicate and consult with advisory groups, businesses, committees, individuals, panels, and stakeholder or project groups. Information may be shared with relevant third parties where needed to support consultation outcomes, projects, or reviews.

In some cases, we may provide restricted access to member contact details for use by specific interest groups.

Appointing and Maintaining Individuals to Portfolio Bodies

Personal information is used and/or disclosed to facilitate the appointment and ongoing engagement of individuals to statutory authorities, accreditation programs, committees, councils, and other portfolio-related bodies. This may include disclosure to decision-makers such as ministers, government entities, or committee chairs. Biographical information may also be shared to support the appointment process and maintain appropriate records.

Communicating with Grantees, Stakeholders, and Interested Parties

Personal information is used to communicate with and provide information to grantees, stakeholders, or other individuals who contact us (or the Minister/Parliamentary Secretary) regarding applications, submissions, contracts, tenders, and consultancies.

Information may be disclosed to third parties involved in implementing, managing, auditing, or advising on these matters on behalf of us. It may also be shared with other government entities or officers for administrative, response, or briefing purposes.

Managing Permits, Applications, and Financial Processes

Personal information is used to assess and approve permits, applications, intentions, and financial processes. Decision makers will access only the personal information necessary to make informed decisions.

Where appropriate, personal information related to approved permits or applications may be published on GCWA's website.

Distributing Information and Publications

Personal information may be used to provide stakeholders and interested parties with our publications, newsletters, and other information.

It may be disclosed to third-party service providers contracted to manage distribution on GCWA's behalf.

Managing Legislative Compliance, Policies, and Programs

Personal information may be used for assessing, evaluating, and monitoring departmental compliance, policies, and programs such as grants, tax offsets, and RTI requests.

We may disclose personal information to agencies like the Australian Tax Office, state departments, external consultants, or audit providers, including the Queensland Audit Office, to assess or oversee programs. Successful grant recipients' information may be published on GCWA's website, including details for sole traders or contact officers. Additionally, personal information of RTI applicants may be shared with the OIC during a review.

Program Administration, Auditing, and Compliance

We collect and maintain personal information to support program delivery, audits, compliance, regulatory functions, cost recovery, leasing, inspections, enforcement, investigations, and financial transactions.

Information may be shared with private, government, or statutory bodies as required by law. For enforcement purposes, personal information may be disclosed to legal advisors or enforcement agencies. In some cases, data we may collect via body-worn cameras during vessel inspections.

Maintaining Expert and Advisor Details

We keep personal information of academics, professionals, speakers, scientists, and subject matter experts who provide advice, training, or assessment on a non-ongoing basis.

In some cases, personal information may be disclosed to third parties involved in the program or published on the GCWA website.

Responding to Complaints, Feedback, and Enquiries

We may collect and use personal information to respond to complaints, feedback, or enquiries, including those received via social media.

This information may be shared with other government agencies or organisations to address and respond to the matter.

Operating GCWA's Website and Providing Services

We may collect and use personal information to operate our website, fulfill requests, and provide information, products, and services.

This information may be disclosed to employees, contractors, service providers (e.g., web hosting, IT, cloud services, mailing houses, couriers, payment processors), data entry service providers, electronic network administrators, debt collectors, and professional advisers (e.g., accountants, solicitors, consultants).

Departmental Functions and Activities

We may collect, use, and share personal information to support GCWA functions and programs. This includes working with suppliers, consultants, researchers and advisors for activities such as marketing, grant management, and program delivery.

Disclosure of personal information

We may share personal information with internal staff, contractors, government agencies, and other third parties as needed. It may also be disclosed to WorkCover, regulators, legal advisors, or law enforcement for investigations or claims. All disclosures comply with relevant privacy laws.

5.2 Workplace Health & Safety (WHS)

We may collect and use health information of our workers and contractors to ensure their health and safety, as well as that of their colleagues and the workplace. This includes managing health directives, such as those from the Queensland Chief Health Officer, and addressing medical conditions or suspected cases (e.g., Novel Coronavirus).

In some cases, personal information about family members may also be collected. We may disclose health and personal information to officers on a need-to-know basis for staff management and WHS purposes, and to government entities or third parties, including health authorities, if legally required. e.g. emergency contact.

5.3 Disclosure to third parties

We may disclose your personal information to third parties in accordance with the IP Act and relevant privacy principles. The list of third parties to whom we can disclose personal information is outlined in QPP's (Schedule 3, QPP10 and QPP11).

When disclosing information, we will take reasonable steps to ensure the third party handles it in the same way we do, in compliance with the QPPs. Privacy obligations are imposed on all contracting parties, including through funding deeds, service contracts, data sharing arrangements, and commercial agreements.

5.4 Privacy Impact Assessments

Periodically GCWA, when required conduct Privacy Impact Assessments (PIAs) for projects with high privacy risks. The Privacy Code mandates PIAs for all high privacy risk projects. A project may be considered high risk if it involves new or changed ways of handling personal information that could significantly impact individual privacy.

6.0 How to access and correct your personal information

6.1 How to request access or amend

You can request access to the personal information we hold about you at any time. If you believe the information is incomplete, incorrect, or misleading, you can also ask for it to be updated or corrected.

To make a request:

- public and external stakeholders - submit your request via email or letter to the relevant business area. For example, if you have submitted an application contact the responsible team.

If you are unsure which area holds your personal information, you can use the 'contact us' link on our website or email privacy@gcwa.qld.gov.au.

6.2 How we will handle your request

We will assess each request individually, following the IP Act and other relevant legislation.

- if we agree to provide access or make corrections, we will do so in the manner requested, if it is reasonable and feasible. We will not charge you for providing or correcting your personal information
- if we correct your personal information, we will make reasonable efforts to inform other entities, bound by the IP Act, where your personal information was previously disclosed.

However, in certain circumstances, we may refuse access to your personal information or refuse a correction. If this happens, we will:

- provide you with a written notice explaining the reasons for the refusal
- inform you of available complaint mechanisms
- at our request, take reasonable steps to associate a statement with the personal information, noting that you believe it to be inaccurate, outdated, incomplete, irrelevant, or misleading.

7.0 Contact us

If you have questions about this Privacy Policy, concerns, or a complaint about how your privacy has been managed, please contact us through one of the following options:

Postal address:
Attention: Privacy Officer
PO Box 107,
Southport Qld 4215

Email: privacy@gcwa.qld.gov.au

Telephone: 5539 7350

Or use the Contact Us link on our website at Contact | Gold Coast Waterways Authority

8.0 References

Gold Coast Waterways Authority Act 2012

Gold Coast Waterways Authority Regulation 2022

Information Privacy Act 2009

GCWA's website

Queensland Privacy Principles (QPPs)

Privacy rights | Your rights, crime and the law | Queensland Government

Public Records Act 2023 (Qld)

Queensland State Archives (QSA)

Queensland Privacy Principals IPP4 Storage and Security

General Retention and Disposal Schedule (GRDS)

Maritime Safety Sector Retention and Disposal Schedule

Office of Information Commissioner

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