

Information Privacy Policy

July 2025

Information Privacy Policy

Version 1

Policy statement

The Queensland Competition Authority (QCA) is committed to the fair collection and safe handling of personal information in accordance the *Information Privacy Act 2009*.

1. Scope/application

In accordance with the Queensland Privacy Principles (QPPs), as set out in schedule 3 of the *Information Privacy Act 2009* (Qld), the QCA is required to have a privacy policy under QPP 1. This policy explains how the QCA handles personal information. It applies to:

- all employees of the QCA (including past employees) and non-employees such as contractors, consultants, volunteers and any other person or entity who provide the QCA with services on a paid or voluntary basis
- any member of the general public who provides information (for example, through submissions or general enquiries) to the QCA.

2. Personal information

2.1 Definition

Personal information is defined in s.12 of the Information Privacy Act:

Personal information means information or an opinion about an identified individual or an individual who is reasonably identifiable from the information or opinion—

- 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.

2.2 Types of personal information collected

The QCA collects and holds personal information in records relating to:

- its employees (past, current and prospective) and contractors
- the performance of legislative and administrative functions
- public stakeholder engagement, including when people ask to be on an email or mailing list that allows them to receive information about the QCA's activities and publications

- financial management
- correspondence from members of the public or organisations.

The QCA collects this information in a variety of ways including through:

- correspondence and submissions in physical and electronic (web-based forms and email) formats
- paper-based forms
- phone calls
- face to face and online meetings.

2.3 Types of personal information held

The personal information the QCA collects and holds varies depending on what functions or activities are required to be performed. It may include:

- names, addresses and contact details (for example, an email address and phone number)
- next of kin or designated emergency contacts
- signatures
- information about personal circumstances (for example, gender, age and occupation – required for Human Resources' purposes)
- financial information (for example, payment and bank details and remuneration)
- information about employment (for example, work history, applications for employment, and referee comments – required for Human Resources' purposes)
- government identifiers (for example, a tax file number).

2.4 How personal information is handled

Contact and mailing list records

The QCA maintains contact and mailing lists. The purpose of the contact lists is to communicate and distribute information about the QCA's activities and publications. Personal information is collected, held, used and disclosed only for these purposes.

The personal information recorded may include:

- names
- email addresses
- agency or organisation details
- postal addresses
- telephone numbers.

This personal information is maintained on electronic files, and access is restricted to QCA staff whose duties require access to the information.

The QCA maintains and updates personal information in the contacts lists when individuals advise the QCA that their personal information has changed. The contact information of individuals will be removed when advised they no longer wish to be contacted, achieved by selecting the 'unsubscribe' option included in mailing list communications.

Personnel records

The QCA maintains personnel records about current and former employees.

The personal information in these files relates to individual employees and may include:

- racial or ethnic origin
- contracts and conditions of employment
- payroll and pay related records, including banking details and superannuation contributions
- tax file numbers and declaration forms
- declarations of pecuniary interests
- personal history files
- citizenship information
- performance appraisals
- records relating to learning and development
- records relating to personal welfare matters
- next of kin details
- copies of academic qualifications.

Records relating to recruitment may also include:

- applications for employment, including résumés, statements addressing selection criteria and referee reports
- conflict of interest information
- information relating to relocation of staff and removal of personal effects.

Information held in personnel records is collected directly from the individual when they are a prospective or current employee. The QCA may also collect personal information from third parties where the individual has consented to such collection (for example, from recruitment agencies or from referee reports).

Personal information is maintained on paper and electronic files, and access is restricted to QCA employees whose duties require access to the information.

Contractors and consultancies

The QCA may engage with consultancies or contractors to carry out some aspect of project-related tasks. Personal information about contractors and consultants is collected to enable the proper and efficient management of expenditure on external services providers.

Personal information contained in these files may include:

- names
- contact details, including postal and email addresses and telephone numbers
- curriculum vitae
- skills, qualifications, and experience
- fees, rates and charges
- references
- conflict of interest information
- business structure and financial information.

Information about contractors and consultants is usually collected directly from the individual or organisation. Sometimes the QCA collects personal information from a third party or from a publicly

available source such as a website or telephone directory. The QCA usually only collects personal information in this way if the individual would reasonably expect the QCA to or has given their consent.

Personal information is maintained on paper and electronic files, and access is restricted to QCA employees whose duties require access to the information.

Financial management records

The purpose of financial management records is to comply with legislative requirements in respect to financial management and the recording of transactions, and to support financial planning and budgeting.

Personal information contained in these records may include:

- names
- contact details, including postal and email addresses and telephone numbers
- bank account details
- employees' pay information.

Personal information is maintained on paper and electronic files, and access is restricted to QCA employees whose duties require access to the information.

Some of this information may be disclosed as required to external auditors. These auditors are from external accounting firms contracted by the Queensland Audit Office to undertake annual financial audits and require access to complete audit tasks to meet legislative and governance requirements.

Opinions on regulatory matters

The QCA records details relating to regulatory matters where it has sought the opinions of individuals or organisations on these matters. Personal information may be collected when an individual takes part in a QCA public inquiry and provides personal information as part of the consultation process.

Personal information recorded may include names and contact details including telephone numbers and email addresses.

All personal details are removed from submissions to public inquiries before they are published on the QCA website.

Personal information is maintained on paper and electronic files, and access is restricted to QCA employees.

Competitive neutrality complaints files

The purpose of these files is to document complaint queries and record details of investigations relating to competitive neutrality.

Records are mainly of organisations and companies but may include some information about individuals. This may include:

- names
- occupations
- contact details (including addresses, telephone numbers and email addresses).

Personal information may also include files relating to interviews, meetings, telephone discussions and correspondence between applicants, QCA staff and other interested parties in relation to competitive neutrality issues.

Personal information is maintained on electronic files, and access is restricted to QCA employees.

2.5 Access or amendments to personal information

Individuals who would like access to documents containing personal information can apply in writing to the QCA. Written applications can be submitted via one of the methods outlined in Table 1. The application must comply with the requirements in s. 24 of the *Right to Information Act 2009* (RTI Act).

Table 1: QCA Contact Points

Application Method	Contact Details
Email	rtiandip@qca.org.au
Mail	Information Handling Officer GPO Box 2257 Brisbane QLD 4001
In Person	Level 27, 145 Ann Street Brisbane QLD 4000

If someone believes that personal information held by the QCA is incorrect, misleading, out of date or incomplete, they can provide a written amendment application to the QCA through one of the contact points listed in Table 1. The application must comply with the requirements in s. 78E(4) of the RTI Act.

No fee is charged for applications requesting access to or amendment of personal information.

2.6 Privacy complaints

In accordance with the Information Privacy Act, an individual can make a complaint if an agency has breached the privacy principles (for example, if an agency has breached the individual's privacy).

To make a privacy complaint, the individual must contact the QCA in the first instance (s. 166A of the Information Privacy Act). The complaint must:

- be in writing
- state what the complaint is about
- provide an address for notices to be sent to
- be made within 12 months of the complainant becoming aware of the privacy breach.

The QCA will have 45 business days to respond to the privacy complaint. If the individual is not satisfied with the response, they can lodge a complaint with the Office of Information Commissioner.

A privacy complaint referred to the Office of Information Commissioner must be in writing, list the address which the complainant would like notices sent to and give particulars of what the complaint is about.

The Information Commissioner may decide to not deal with the complaint in a number of circumstances, as set out in s. 168 of the Information Privacy Act.

3. Legislation

The following Queensland legislation applies to information privacy:

- *Queensland Competition Authority Act 1997*
- *Information Privacy Act 2009*
- *Right to Information Act 2009*
- *Public Sector Act 2022*
- *Privacy Act 1988 (Cth)*
- Privacy (Tax File Number) Rule 2015

4. Related QCA documents

- QCA Data Breach Policy.

Release notice

Version	Amendment details	Updated By	Date
1.0	New policy prepared	Information Management Officer	01/07/2025



Approved:

Flavio Menezes

Chair

1/07/2025

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