



GOVERNMENT HOUSE
QUEENSLAND

Office of the Governor

**Privacy of Personal Information
Guide**

1. Purpose

The purpose of this Guide is to provide an overview of the Office of the Governor's commitment to the protection of personal information in accordance with the [Information Privacy Act 2009](#).

2. Definition of Personal Information

Personal Information is defined as "Information or an opinion, including information or an opinion forming part of a database, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion." ([Information Privacy Act 2009](#))

3. Treatment of Personal Information Held by the Office of the Governor

The Office of the Governor is committed to protecting the privacy of personal information by complying with its obligations under the [Information Privacy Act 2009](#) in accordance with the Information Privacy Principles (IPPs). The IPPs cover the collection, storage, access, amendment, use, and disclosure of personal information as follows:

- Principle 1: Collection of personal information (lawful and fair);
- Principle 2: Collection of personal information (requested from individual);
- Principle 3: Collection of personal information (relevance etc.);
- Principle 4: Storage and security of personal information;
- Principle 5: Providing information about documents containing personal information;
- Principle 6: Access to documents containing personal information;
- Principle 7: Amendment of documents containing personal information;
- Principle 8: Checking of accuracy etc. of personal information before use by agency;
- Principle 9: Use of information only for relevant purpose;
- Principle 10: Limits on use of personal information; and
- Principle 11: Limits on disclosure.

4. Types of Personal Information Held by the Office of the Governor

The Office of the Governor holds records containing personal information relating to staff and its operations that can be categorised as follows:

- Employees;
- Recruitment;
- Volunteers and Honorary Aides-de-Camp;
- Vendors;
- Visitors, guests, and patronage organisations; and
- Contractors and service providers.

5. Office of the Governor Website Privacy Statement

View the Office of the Governor [Website Privacy Statement](#).

6. Access and Amendment of documents containing personal information

Requests for access to, or amendment of, personal information under the [Information Privacy Act 2009](#) can be made in writing to:

The Official Secretary
Office of the Governor
GPO Box 434
BRISBANE QLD 4001

7. Privacy Complaints

If an individual believes that their personal information has not been dealt with in accordance with the [Information Privacy Act 2009](#), a complaint may be submitted in writing to the Office of the Governor, and must:

- a) Be mailed to:
The Official Secretary
Office of the Governor
GPO Box 434
BRISBANE QLD 4001
- a) Include a return address;
- b) Include proof of identity;
- c) Give particulars of the alleged breach; and
- d) Be made within 12 months of the alleged breach.

The OoG will process complaints within 45 business days from the date received. The complainant will be advised in writing of the OoG's decision, including any remedies that are considered appropriate to resolve the complaint.

A complaint may also be made to the Information Commissioner as per Chapter 5 of the [Information Privacy Act 2009](#).

8. General Enquiries

General enquiries regarding Office of the Governor information privacy procedures can be made to:

The Official Secretary
Office of the Governor
GPO Box 434
BRISBANE QLD 4001
T: (07) 3858 5700
E: govhouse@govhouse.qld.gov.au.