

Personal Information Holdings

In the course of being a council and providing services within the City of Gold Coast there are times when your personal information is required in order to perform a service or administer a responsibility. This document will summarise the types of personal information held and how it is used.

For the purposes of this statement “Council”, “we” or “us” means the Council of the City of Gold Coast.

Information about Council and privacy can be found on this webpage

<http://www.goldcoast.qld.gov.au/privacy-81.html>. Information about Council and your right to information can be found on this webpage <http://www.goldcoast.qld.gov.au/council/right-to-information-477.html>.

Council Management of Personal Information

Council has various working areas that collect, use, store and disclose personal information as required and authorised by law. The types of personal information collected include items such as name, date of birth, address, photographs, videos, car registration, email address, pension number, and Medicare number. This information is generally obtained directly from the individual concerned at which time we provide details of why the information is being requested.

The personal information that has been collected is generally stored in Council databases or in hardcopy. We take precautions to protect personal information against loss, unauthorised access, use, modification, disclosure or other forms of misuse. We collect personal information only when required in order to provide a service or to administer a responsibility.

All personal information is collected in accordance with the Information Privacy Act 2009 and in compliance with the Information Privacy Principles. Your personal information will not be given to any other person or agency unless you have given us permission or we are required by law.

Following is information about areas within Council that collect, use and store personal information.

Community Services

Community Services has a number of responsibilities and often requires access to personal information in order to provide services to the public. Some of the main functions carried out and the associated use of personal information include:

City Libraries

The libraries provide lending services which require that users provide some essential contact information including their name and address, and further contact details such as email address and telephone number. This enables the libraries to provide information and services to users including borrowing, newsletters, onsite computer booking and access to print queues.

Community Venues and Services

This area provides access to a range of Council services including tourist parks, community venues, parks and cemeteries. Booking access to some of these venues requires the collection of personal information from the person making the booking and can also include the payment of a fee for service and/or a refundable bond which must be held in trust, both of which must be officially receipted, requiring access to some personal information.

Health, Regulatory and Lifeguard Services

The services provided by this area are many and varied. They include animal management, parking, licensing, approvals, food safety training and immunisation clinics. Personal information is required in relation to all of these functions. As some of these services are provided in accordance with Local Laws they will include a decision from an appropriate Council employee, including the decision that an infringement of a Local Law has occurred and the issuing of a notice to show cause or pay a fine. Enough personal information is required in order to investigate complaints, make decisions, and review decisions already made. In some cases personal information will be provided to another area if someone else needs to be involved in order to investigate a complaint or review a decision. In the case of immunisation clinics personal information has to be provided outside of Council in order to update the individual's medical records.

Parks and Recreational Services

There are a range open spaces and parks available for public use. Some personal information may be required when making bookings for events in parks and foreshore areas. Many activities are also provided free, or at low cost, through the Active & Healthy citywide program. Some of these activities require that a booking be made at which time some personal information will be requested.

Safe & Liveable Communities

Amongst the responsibilities within this area is the provision of a Safety Camera Network to provide active CCTV surveillance of key entertainment precincts to support police and other law enforcement agencies to maintain public safety. The cameras are strategically placed in areas where anti-social behaviour, alcohol fuelled violence and criminal activity are most likely. Safety Camera Network recorded images are kept for 28 days. If no request has been made to view or access footage during this period, the electronic media is overwritten.

There may be times when something occurs that is not within the scope of the surveillance system. In that case you may report an incident in which case you will be asked to provide some personal information, especially if the incident involves you personally.

Waste & Resources Management

This area manages the regular collection of waste, including from the curb side at residential premises. If you have any issues with this service you will need to provide some personal information, such as your name, address and contact number; for example you may need a new bin or your bin may not have been emptied. Bins are also emptied from public places. If you were to wish to report an issue with a public bin you may also be requested to provide some personal information, such as your name and a contact number.

Economic Development & Major Projects

This area works in close consultation with business and community groups in the delivery of services to the Gold Coast in areas of public interest. There are a number of instances where personal information may be required such as in the administration of networking opportunities and the distribution of events information.

Engineering Services

This areas manages a range of services but the main ones where direct public contact occur are based around the cleaning and maintenance of Council assets such as beaches, bridges, canals, roads, footpaths, stormwater drains, traffic lights, and public areas. When you contact us to report a need for cleaning or maintenance for any of these types of facilities you may be asked to provide some basic personal information. If this does happen you will be told why it is being requested, for example in order to contact you if further information is required in order to accurately identify the item requiring attention, or to provide you with information about what is to be done if that is something you want to know about.

Gold Coast Water

As part of the billing system for supply of water there are some items of personal information that are required, such as your name and address. If you ring to report an issue, such as a burst pipe, you may also be asked to provide some personal information. When a new water connection is made between the Gold Coast Water infrastructure and customers we will also require some personal information to be supplied. This information is used for the supply, maintenance and billing of services provided.

Planning & Environment

There are a number of aspects relating to planning and development activities which require that personal information be supplied to Council. There are decisions made in relation to development applications; information relating to conditions of a development approval; unlawful uses found to be occurring on a property; lack of compliance with conditions of an approved development. All of these include some personal information. Because these types of records, as well as containing some personal information, also contain information about property, particularly as it relates to approvals for development, it is available to the public through a rates search.

This area also has responsibility for matters in relation to the environment which includes nature conservation and the volunteer groups that are partners in this area, e.g. catchment management groups. Therefore personal information such as details of the constituents and the activities of these catchment groups is maintained. There are also mailing lists associated with these groups, also containing some personal information in the form of contact details.

Office of the CEO

A key area within this office is that managing corporate communication. Among many communication related responsibilities this work group also deals with a number of roles that require the availability of personal information such as community consultation, citizenship ceremonies, civic awards, community competitions (such as garden competitions) and congratulations letters.

There is also an area that manages issues relating to corporate risk. This includes the maintenance of registers with details on incidents, near misses and accident reports. This also includes information in relation to damages to assets (e.g. council vehicles), people and security issues. All of these require some personal information, and if the matter concerns a member of the public that information will include their personal information.

Council has access to the list of all people entitled to vote at an election. This is a public document which is open to inspection and sale to the public. This document contains voters' names and addresses. There are circumstances, based around concerns for personal safety, where you may have your details considered as a silent elector so that your personal information is not publically available. This should be pursued through the Australian Electoral Commission.

Some personal information held by Council is used by legal services. This may be in relation to ethics, fraud or corruption investigations; complaints concerning possible breaches of the code of conduct by Councillors; complaints or reports relating to security breaches; applications received by Council for the release of information under the Right to Information Act 2009; details of insurance claims against public liability, motor vehicles or workers' compensation. Much of this information is held in confidence and is not publically available, particularly when it relates to a matter still under investigation or not yet subject to a legally binding or appealable decision. However you may still apply for access to your own personal information, and information that has been released under the Right to Information Act 2009 is also released publically on the Council website.

Organisational Services

Within this area are most of the records that relate to employees within Council. If you have ever applied for a job or been employed by Council we will hold some of your personal information. If you are a current employee much of this information is considered to be routine work related information and therefore not subject to provisions of the Information Privacy Act 2009. This would include information about what position you hold in Council and your contact details in Council. Other information is still considered to be personal information in accordance with the Information Privacy Act 2009, such as your date of birth and your home address.

The customer contact area manages direct contact with the public for enquiries and paying for services, licensing and infringement notices, complaints and other requests for services. Many enquiries will not be able to answered without the provision of personal information. The types of personal information required may include your name, date of birth, address, or other contact details. This information is mainly requested for two reasons: to confirm that you are the person who is entitled to the information that is requested; and to make sure you are being given the correct information, i.e. details relating to your property, billing or services.

There are a number of circumstances where you will be paying money to Council. If we are sending you an invoice to be paid there is a minimum of personal information that will be required. We will need your name and address, and the details of what it is that you are paying for, i.e. animal registration, property rates, an infringement notice, an application fee, a deposit.

One of the major items of information that Council keeps relates to land records. This includes information about registered land owners. If you are the owner of, or resident on, a parcel of land you have free access to information about that land and adjoining parcels of land. Anyone may gain access to all information about any parcel of land on payment of a fee set by Council.

Online information

Council offers a number of newsletters which you can subscribe to, that provide information about a range of services and activities that may be of interest. When you subscribe to one of these newsletters we ask you to provide some personal information, which is used only in connection with the newsletter you have requested to have delivered to your email address.

You may also like to register online for information about upcoming events. This will also require that you provide some personal information, which is used only in connection with provision of the information you have requested.

There are some services which you can access online and may require that you go through a registration process where some personal information will be requested. This will only be used in connection with the specific online service you are accessing at that time.

How long do we keep personal information

Most personal information is only kept for a limited period of time. For example if you have applied for a job with Council and been unsuccessful your personal information about that application will only be kept for 3 years. Other information is kept for different periods of time based on retention and disposal schedules published by Queensland State Archives.

Legislation

Aboriginal Cultural Heritage Act 2003
Acquisition of Land Act 1967
Animal Care and Protection Act 2001
Animal Management (Cats and Dogs) Act 2008
Ant-Discrimination Act 1991
Apiaries Act 1982
Body Corporate and Community Management Act 1997
Building Act 1975

Building and Construction Industry Payments Act 2004
Building and Construction Industry (Portable Long Service Leave) Act 1991
Building Units and Group Titles Act 1980
Coastal Protection and Management Act 1995
Crime and Corruption Act 2001
Dangerous Goods Safety Management Act 2001
Disaster Management Act 2003
Electricity Act 1994
Environmental Protection Act 1994
Evidence Act 1977
Fire and Emergency Services Act 1990
Fisheries Act 1994
Food Act 2006
Gaming Machine Act 1991
Gas Supply Act 2003
Information Privacy Act 2009
Invasion of Privacy Act 1971
Land Act 1994
Land Protection (Pest and Stock Route Management) Act 2002
Land Title Act 1994
Liquor Act 1992
Local Government Act 2009
Local Government Electoral Act 2011
Local Government (Robina Central Planning Agreement) Act 1992
Local Laws
Mineral Resources Act 1989
Mixed Use Development Act 1993
Motor Racing Events Act 1990
Nature Conservation Act 1992
Petroleum Act 1923
Petroleum and Gas (Production and Safety) Act 2004
Plumbing and Drainage Act 2002
Public Health Act 2005
Public Health (Infection Control for Personal Appearance Services) Act 2003
Public Records Act 2002
Queensland Heritage Act 1992
Residential Services (Accreditation) Act 2002
Right to Information Act 2009
South-East Queensland Water (Distribution and Retail Restructuring) Act 2009
South-East Queensland Water (Restructuring) Act 2007
State Development and Public Works Organisation Act 1971
State Penalties Enforcement Act 1999
Stock Act 1915
Subordinate Local Laws
Sustainable Planning Act 2009
Taxation Administration Act 1953
Tobacco and Other Smoking Products Act 1998
Transport Infrastructure Act 1994
Transport Operations (Road Use Management) Act 1995
Transport Planning and Co-ordination Act 1994
Trust Accounts Act 1973
Valuation of Land Act 1994
Water Act 2000
Water Fluoridation Act 2008
Water Supply (Safety and Reliability) Act 2008
Workers Compensation and Rehabilitation Act 2003
Work Health and Safety Act 2011