

1. Purpose

To ensure Invest Gold Coast Pty Ltd (IGC) complies with the Information Privacy Act 2009 (Qld) in how it collects, stores, uses, and discloses personal information.

Where IGC provides services under contract to Commonwealth agencies, it will also comply with the Australian Privacy Principles (APPs) as required under the Privacy Act 1988 (Cth).

2. Policy Statement

IGC recognises the importance of protecting personal information and is committed to managing it in accordance with the 11 Information Privacy Principles (IPPs) under the Information Privacy Act 2009 (Qld). This policy outlines how we manage personal information to deliver services while upholding individuals' privacy rights.

We will:

- Collect personal information lawfully and fairly.
- Use personal information only for intended, lawful purposes.
- Protect personal information from loss, misuse, and unauthorised access or disclosure.
- Enable individuals to access and, where necessary, amend their personal information.
- Respond to privacy complaints in accordance with statutory requirements.

Where IGC is engaged in activities involving Commonwealth agencies, it will apply the Australian Privacy Principles (APPs) to those specific activities, in accordance with the Privacy Act 1988 (Cth).

3. Scope

This policy applies to:

- All directors, executives, employees, contractors, consultants, volunteers, and third-party service providers of the Company.
- All personal information collected, stored, used, or disclosed in any format, medium, or system used by IGC.

4. Definitions and Glossary of Terms

Personal Information means the information or an opinion, whether true or not, and whether recorded in a material form or not, about an identifiable individual or an individual who is reasonably identifiable. Examples: names, addresses, phone numbers, email addresses, images, employment details.

Sensitive Information (if APPs apply) means a subset of personal information that includes information about an individual's racial or ethnic origin, political opinions, religious beliefs, health, biometric data or criminal record.

Information Privacy Principles means the 11 principles in the Information Privacy Act 2009 (Qld) that govern how Queensland public sector agencies must handle personal information.

Version	Decision Number	Adoption Date	Next Review Date	Responsible Entity
1	250530.06.06	30 May 2025	30 May 2026	Invest Gold Coast

Australian Privacy Principles (APPs) means the 13 principles in the Privacy Act 1988 (Cth) that regulate the handling of personal information by Commonwealth agencies and some private sector entities. These apply to the organisation only in specific Commonwealth related contexts.

Collection means gathering personal information from any source and by any means, including written forms, email, phone calls or web services.

Use means how personal information is applied within the organisation (eg decision-making, record keeping) not including external disclosure.

Disclosure means making personal information available outside the organisation (eg. To another agency, contractor or public) where the organisation no longer controls the information.

Access means an individual's right to request and receive their own personal information held by the organisation.

Amendment means an individual's right to request corrections to their personal information if it is inaccurate, incomplete or out of date.

Privacy Breach means an incident where personal information is lost, accessed, disclosed or used in an unauthorised way.

Privacy Impact Assessment (PIA) means a process used to assess how a new or changed project, system or process might impact privacy, and to identify mitigation strategies.

Public Record means any document, regardless of format, that provides evidence of business activities or decisions and must be managed in accordance with the Public Records Act 2002 (Qld).

Right to Information (RTI) means the legal framework that allows the public to access documents held by public sector entities unless an exemption applies.

5. Roles and Responsibilities

Clear roles and responsibilities are essential for ensuring accountability and effective governance. The table below outlines the key roles within Invest Gold Coast and their respective responsibilities in implementing and adhering to this policy.

Role	Responsibility
Board of Directors and CEO	Accountable for ensuring privacy compliance across the organisation.
Executive Team	- Promote and ensure implementation of this policy within their business units. - Ensure privacy breaches are reported and addressed.
Managers and Supervisors	- Ensure privacy impact assessments (PIAs) are conducted where necessary. - Maintain procedures for accessing and correcting personal information.
All staff and Contractors	- Comply with this policy and participate in relevant privacy training. - Handle personal information appropriately and report breaches or concerns.

6. Review

This policy will be reviewed every two years or as required due to legislative or operational changes. Any changes must be approved by the Board.

7. Supporting Documents

- Delegations of Authority Policy

8. Legislative References

Reference	Detail
Information Privacy Act 2009 (Qld)	Helps the organisation balance the need to collect and use information to deliver services, while protecting the rights of individuals.
Privacy Act 1988 (Cth) (where applicable)	When personal information is handled in connection with a Commonwealth contract or function, it is managed in accordance with the Australian Privacy Principles (APPs) .
Public Records Act 2002 (Qld)	This Act works in tandem with privacy laws to ensure that personal data is not only protected but also accountably recorded and retained for transparency and legal compliance.
Right to Information Act 2009 (Qld)	For a Controlled Entity this means: ▪ Some records and documents may be subject to public access unless exempt ▪ Requests for information must be assessed fairly, lawfully and in line with privacy protections ▪ Staff must understand the balance between transparency and privacy/confidentiality