

Privacy Principles Policy

Maintained by	Compliance and Assurance
Approval date	June 2025
Next review date	June 2026

1. Authority

This policy is applied by the authority of the State Librarian and CEO (SLCEO).

2. Responsibilities

Role	Responsibilities
State Librarian and CEO (SLCEO)	<ul style="list-style-type: none">• Overall responsibility for Information Privacy for State Library• Decision maker for access applications through the Right to Information Act 2009
Executive Director Corporate Services (EDCS)	<ul style="list-style-type: none">• Ensure information privacy is managed across State Library and systems are in place for effective information management.• Decision maker for access applications through the Right to Information Act 2009
Manager Compliance and Assurance (MCA)	<ul style="list-style-type: none">• Responsible for the establishment and management of records management systems, policies and procedures to ensure effective information management and compliant recordkeeping• Receive and process access applications through the Right to Information Act (2009)
Director ICTS (DICTS)	<ul style="list-style-type: none">• Responsible for technology requirements related to personal information security

OFFICIAL

Role	Responsibilities
Executive Directors, Directors, Managers	<ul style="list-style-type: none"> Executive Directors, Directors, and Managers are responsible for implementing the Policy in their business unit, and ensuring staff are aware of associated security processes, controls and mechanisms.
Data stewards/owners	<ul style="list-style-type: none"> Data stewards/owners are accountable for creation, quality and retention/disposal of personal information in compliant systems in accordance with Information Management Policy.
All staff (permanent, casual or temporary)	<ul style="list-style-type: none"> All staff are responsible for making themselves aware of the requirements of the Policy and comply with State Library policies in accordance with the Queensland Government's Code of Conduct.
External parties including Library Board and Queensland Library Foundation Council members, clients, volunteers, contractors, vendors and donors	<ul style="list-style-type: none"> External parties are responsible for providing personal data that is accurate, complete, and up to date.

3. Policy statement

State Library is required to comply with the [Queensland Privacy Principles](#) (QPPs), which includes taking reasonable steps to implement practices, procedures and systems relating to State Library's functions and activities that will:

- ensure State Library complies with the QPPs; and
- enable State Library to deal with inquiries or complaints from individuals about the agency's compliance with the QPPs

Under QPP 1 (Open and transparent management of personal information), State Library must have a clearly expressed and up-to-date Privacy Principles Policy that explains how it manages personal information and is tailored to the specific information handling practices of State Library.

4. Purpose

The [Information Privacy Act 2009](#) (Qld) (IP Act) and the [QPPs](#) set the rules for how Queensland Government agencies handle personal information. These rules include a requirement under QPP 1 that every agency have a QPP privacy policy. This Policy explains how we manage personal information, including:

- the types of personal information collected and held by State Library
- how the information is collected and held
- the purposes for which personal information is collected, held, used and disclosed
- the process for submitting complaints about State Library's handling of personal information and how State Library will deal with the complaint.

5. Scope

This policy applies to all State Library, staff, Library Board and Queensland Library Foundation Council members and contractors and personal information collected by State Library and sets out how we manage Personal Information in accordance with the [QPPs](#). It describes the kind of personal information we collect and how we collect, store, use, disclose and secure that information. It also outlines how people can access or seek correction of their personal information, how they can complain about a breach of the [QPPs](#) and how State Library will manage such a complaint.

The [IP Act](#) does not apply to personal information contained in collections that are held, managed and made accessible by State Library, whether that material is published (such as books, journals, newspapers and websites) or unpublished (oral history interviews, photographs and archival collections). It also does not apply to the associated metadata assembled to maintain, describe and provide access to the collections.

6. Definitions

Word	Definition
Personal information	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. (Section 12 of the IP Act)
Sensitive information	Sensitive information for an individual, means - information or an opinion about an individual's: (i) racial or ethnic origin; or (ii) political opinions; or (iii) membership of a political association; or (iv) religious beliefs or affiliations; or (v) philosophical beliefs; or (vi) membership of a professional or trade association; or (vii) membership of a trade union; or (viii) sexual orientation or practices; or (ix) criminal record; Such information may include biometric and generic data.
Anonymised data	The process of protecting private or sensitive information by erasing or encrypting identifiers that connect an individual to stored data or personal information.
Client	Members of the public who provide their personal information to State Library, includes both clients with, and without membership.
Data sharing	The process of making the same data available to multiple applications; including internal users and external companies and or vendors.

7. Collection of personal information

State Library is the leading reference and research library in Queensland.

State Library collects and preserves Queensland's cultural and documentary memory, providing free access to information, fostering knowledge and learning. We partner with local government to realise the potential of public libraries and Indigenous Knowledge Centres.

The definition of 'personal information' is set out in the 'Definitions'

State Library collects personal information required to deliver our services and meet our legal obligations. We may collect this personal information digitally, in writing or by recording information provided verbally.

We collect personal information directly from employees and individuals who access our services and indirectly from third parties as part of carrying out our functions. When personal information is collection from employees and individuals, State Library ensures that the provision of personal information is given with consent, and such consent, in line with Office of Information Commissioner (OIC) guidance on consent, is:

- Informed
- Voluntary
- Specific

Personal information collected may relate to:

- Employment with State Library
- State Library membership and services
- Financial transactions
- Camera surveillance (managed by Arts Queensland)
- State Library's website
- Social media
- Email, online subscriptions and feedback
- Queensland Library Foundation
- Events, exhibitions and program
- Partnership with local government

State Library may also collect personal information such as individuals' names and contact details for:

- meetings with State Library staff
- training and workshop activities
- attendance at events and exhibitions

7.1 Sensitive information

State Library may also collect sensitive information. The definition of 'sensitive information' is set out in the 'Definitions' table. State Library will only collect sensitive information directly from the individual it is about or with their consent, or otherwise consistently with our obligations under the [IP Act](#). The kinds of personal information (including sensitive information) collected and held (as they relate to clients) are set out in the table below which shall be disclosed on State Library's external website.

Function	Kind of personal information, how and why we collect that personal information
Privacy and State Library membership	<p>State Library collects your personal information to enable us to provide you with a range of services, including some only available to Queensland residents. We may not be able to provide services to you if we cannot confirm your eligibility. For example, we may not be able to lend collection items, provide access to e-resources governed by licence agreements, or contact you.</p> <p>To offer our services, we may need to store State Library membership data offshore and we may share your information with companies based outside Australia. These suppliers are only permitted to use the data for contractually-agreed purposes and must handle data in a confidential and secure manner in accordance with Queensland privacy legislation (Information Privacy Act 2009).</p> <p>When providing feedback or registering a complaint, contact details may be required if you are wanting or expecting a reply. Provision of personal information in these circumstances is at the discretion of the person submitting the feedback or complaint.</p>
Security of online financial transactions	<p>When you make a payment or purchase through State Library websites your financial details are processed by eWAY or BPoint. Please read the eWAY privacy policy or the Commonwealth Bank Privacy Policy before commencing an online transaction.</p> <p>All details are transmitted securely . Your credit card details are not stored on our servers at any stage of the transaction, and once credit card details have been sent to our financial institution they are no longer known to our system.</p>
Privacy and camera surveillance	<p>Camera surveillance, managed by Arts Queensland, operates at State Library to ensure public safety and for the investigation and prosecution of criminal offences.</p> <p>Personal information collected by surveillance camera systems is handled in accordance with the Queensland Privacy Principles (QPPs) contained in the Information Privacy Act 2009 (Qld). Surveillance footage is retained by Arts Queensland per its CCTV Surveillance System policy and procedures and may only be accessed by persons authorised to do so. Should an incident occur, footage may be provided to the Queensland Police Service (by Arts Queensland) for law enforcement purposes. Your information will not be given to any other person or agency unless authorised or required by law. Enquiries on CCTV footage can be directed to Arts Queensland via reception@arts.qld.gov.au and further information is on the Arts Queensland Privacy Page.</p>

Function	Kind of personal information, how and why we collect that personal information
Website security	<p>Where State Library's website transmits information, there are secure protocols in place and information is encrypted and transmitted securely during sign on for securely transmitting information across the internet. Visitors to our website are advised that there can be some risks with transmitting personal information in this way.</p> <p>We understand and appreciate that users of this website are concerned about their privacy and the confidentiality of any personal information they provide to us.</p> <p>We are committed to respecting the privacy of our website users and, as a general rule, we do not collect personal information about you when you visit our site. You are able to visit our site without revealing any of your personal information.</p>
Cookies	<p>Some parts of our website use cookies to provide a customised user experience when you visit again, by remembering your preferences and settings. Aggregate, non-personal information from cookies is also used by our web services staff to analyse usage patterns for our website. Information from cookies will not be used to identify you. However, if you prefer not to use cookies when visiting our site, you can set your internet browser to block cookies.</p> <p>No attempt is or will be made to identify users or their browsing activities except, in the event of an investigation, where a law enforcement agency may exercise a warrant to inspect activity logs.</p>
Social media	<p>State Library's website interfaces with social media services such as Facebook, Instagram, LinkedIn, X, TikTok and others. If you choose to 'like' or 'share' information from our website through these services, you should review the privacy policy of that service. If you use a social media service, the interfaces may allow it to connect your visits to this website and elsewhere on the internet with personal information.</p> <p>When you communicate with us through social media or third parties (e.g. apps on your smart phone), your personal information may be collected (e.g. via Facebook Pixel). Please ensure that you have informed yourself of the ways in which such sites or applications can collect and disclose your personal information, and that you otherwise consent to the collection, use and disclosure of your personal information by such sites or applications (including disclosure to, and collection by, State Library). Check your settings with the relevant social media provider if you wish to opt out.</p>

Function	Kind of personal information, how and why we collect that personal information
Website visit data	<p>State Library uses Google Analytics (including display advertising features) on our website to gather anonymous information about visitors to our website. When you visit our web pages, your browser automatically sends anonymous information to Google. Examples of the information sent include the web address of the page that you're visiting, your IP address and demographic information. Google may also use cookies.</p> <p>We use this data to analyse the pages that are visited, to improve your experience and make sure our website is useful.</p> <p>When you look at this website, our server makes a record of your visit and logs the following information for statistical purposes only:</p> <ul style="list-style-type: none"> • the IP (Internet Protocol) address from which you accessed our website • the name of the top-level domain from which you accessed the internet (for example, .gov, .com, .edu, .net, .org, .au etc) • the type of browser and operating system you use • whether you have accessed the site using a mobile device • the type and speed of internet connection used to access the site • the date and time you accessed the site • the pages you have accessed • the documents you have downloaded • the screen settings with which you viewed the site • the previous internet address from which you arrived at this site <p>The above information is gathered, in aggregate, solely for the purposes of creating summary statistics which allow us to assess the number of visitors to the different sections of our site and to help make our site more useful for users of our website.</p>
Email, online subscriptions and web feedback	<p>As a Queensland Government website, email correspondence sent to State Library's website or information provided by online feedback forms provided by State Library will be treated as a public record and will be retained as required by the Public Records Act 2002 and other relevant regulations.</p> <p>Email messages may be monitored by our website support staff for system troubleshooting and maintenance purposes.</p> <p>Your name and address details will not be added to a mailing list unless you so choose, and we will not disclose these details to third parties without your consent unless required by law. If you have chosen to place your details on one or more of our email subscription lists, you can opt out of further contact with us by following the instructions to unsubscribe in our emails, or by emailing Info@slq.qld.gov.au.</p>

Other information that may be collected from includes:

Function	Kind of personal information, how and why State Library collects that personal information
Employment	<p>State Library (or CAA acting on our behalf) collects personal information for the administration of the <i>Public Sector Act 2022</i>, <i>Industrial Relations Act 2016</i>, the <i>Work Health and Safety Act 2011</i>, and the <i>Workers' Compensation and Rehabilitation Act 2003</i> and may include:</p> <ul style="list-style-type: none"> • Name • Address • Personal contact details • Banking details • Tax information (such as tax file number) • Other financial information including superannuation details • Working with children checks • Next of kin or emergency contact details • Medical information • Criminal history checks (may include personal identifiers such as birth details, certificate or passport numbers, citizenship, and licence numbers) • Referee reports <p>State Library also collects and stores such information that provides access into State Library business applications including passwords.</p>
Committee members and contractors	<p>State Library (or CAA acting on our behalf) collects personal information for the administration of the <i>Public Sector Act 2022</i>, <i>Industrial Relations Act 2016</i>, the <i>Work Health and Safety Act 2011</i>, and the <i>Workers' Compensation and Rehabilitation Act 2003</i> and may include:</p> <ul style="list-style-type: none"> • Name • Address • Personal contact details • Banking details • Tax information (such as tax file number) • Other information including superannuation details • Working with children checks
Suppliers, grant and award recipients	<p>State Library (or CAA or EFTSure acting on our behalf) collects personal information related to an association with State Library and may include:</p> <ul style="list-style-type: none"> • Name • Address • Personal contact details • Banking details • Working with children checks
Volunteers	<p>State Library (or CAA acting on our behalf) collects personal information for the administration of the <i>Public Sector Act 2022</i>, <i>Industrial Relations Act 2016</i>, the</p>

Function	Kind of personal information, how and why State Library collects that personal information
	<p>Work Health and Safety Act 2011, and the Workers' Compensation and Rehabilitation Act 2003 and may include:</p> <ul style="list-style-type: none"> • Name • Address • Personal contact details • Working with children checks

8. Use and disclosure of personal information

State Library uses and discloses personal information for the purpose for which the personal information was collected, including:

- (i) exercising our powers or performing our statutory functions and duties, such as dealing with RTI external review applications, mediating privacy complaints or responding to enquiries
- (ii) managing associated business processes, such as recruitment and human resources administration.

State Library may also use or disclose personal information for secondary or alternative purposes as permitted under the [IP Act](#). This may include where we are authorised or required under Australian law (including to meet our procedural fairness obligations), with an individual's consent, or where they would reasonably expect us to use or disclose for a related – or in the case of sensitive information, directly related – secondary purpose, such as disclosure to a court or tribunal.

State Library conducts Privacy Impact Assessments for any project or change to State Library operations that may have an impact on the privacy of an individual's personal information.

9. Access and correction of personal information

State library will assess all access and amendment applications according to the requirements of the [RTI Act](#).

Access and correction rights are contained in the [RTI Act](#) and on State Library's [RTI webpage](#).

[QPP 12](#) provides that, where State Library has control of a document containing personal information, it must give the subject of the information access if they ask for it. It operates alongside, and subject to, the [RTI Act](#) and other laws that provide a right of access to information held by State Government agencies.

[QPP 13](#) requires State Library to take reasonable steps to correct the personal information held to ensure that, having regard to the purpose for which it is held, it is accurate, up to date, complete, relevant and not misleading.

[QPP 13](#) does not require State Library to continually check the personal information held. However, State Library will amend personal information once it is that personal information is incorrect in the course of business. If an individual asks State Library to correct their personal information, State Library will take reasonable steps to correct it if it is satisfied that the information is incorrect.

10. Disclosure out of Australia

State Library will advise before collecting personal information whether that information will be disclosed overseas, including when it is required to access services such as eresources.

However, when an individual communicates with us via through a social media platform such as LinkedIn or YouTube, the social media provider and its partners may collect and hold their personal information overseas.

We may also use Survey Monkey to conduct voluntary surveys from time to time, and Eventbrite for event registration which may involve the collection and disclosure of participants' personal information overseas. Where we disclose personal information overseas, this will occur with agreement, where we are authorised or required by law, or otherwise consistently with our obligations under the [IP Act](#).

State Library will ensure, through contractual arrangements with suppliers, that personal information is protected under legislation.

11. Dealing with State Library anonymously or using a pseudonym

In alignment with [QPP 2 – Anonymity and pseudonymity](#), people can deal with State Library's Enquiries Service, report a data breach or use the enquiry forms on our website anonymously or by using a pseudonym. Complaints about State Library can be made anonymously or by using a pseudonym but, depending on nature of the complaint, we may not be able to action a complaint and/or provide a response without a person's identity (e.g. where a complaint relates to a particular individual's file).

Anonymous or pseudonymous interaction is not possible for some State Library functions, including:

- membership,
- certain events or workshop registrations
- when lodging a privacy complaint or requesting access to or amendments to personal information
- Recruitment or employment activities.

We are required to collect information such as an individuals' name, contact details and details of their matter so we can deal with them and their matter effectively.

12. Security of personal information

State Library holds personal information securely and takes reasonable steps to protect it from misuse, interference, loss, unauthorised access, modification or disclosure. State Library complies with relevant Queensland government Information Standards and security protocols to protect personal information and ensure it can be accessed by authorised staff members only.

Where permitted by the Public Records Act 2023 (Qld), State Library will destroy or deidentify unsolicited personal information or personal information no longer required for any of its functions in accordance with our obligations under the [QPPs](#) if it is lawful and reasonable to do so and as per Queensland State Archives [Retention and Disposal Schedules](#).

13. Privacy complaints about State Library

If an individual believes that State Library has not handled their personal information in accordance with the [IP Act](#), they can make a privacy complaint. An individual can only make a privacy complaint on behalf of another person if they have authorised you to do so, they are a minor/child and the individual is their parent or guardian, they lack capacity and have other legal authority to act for them.

To make a privacy complaint about State Library, an individual must send their complaint to State Library in writing and include:

- an address for us to respond to (e.g. an email address).
- details about the matter or issues being complained about (e.g. what did State Library do or not do with the personal information that an individual believes breached the [QPPs](#) and the [IP Act](#)). Any complaint should be sent to us within 12 months of becoming aware of the act or practice an individual thinks constitutes a breach by State Library of the [IP Act](#). If making a privacy complaint for someone else, please include an authority from them or other evidence (e.g. a birth certificate showing that they are a minor/child and you are their parent).

13.1 Contact address for privacy complaints

Email: privacy@slq.qld.gov.au

Post: PO Box 3488, South Brisbane Q 4101 AUSTRALIA

13.2 Timeframe for handling a privacy complaint

State Library has 45 business days to resolve the privacy complaint to an individual's satisfaction. If this does not occur, they can escalate their complaint following this procedure. Each complaint will be dealt with by officers who had no involvement in handling the initial complaint or the activities the subject of the initial complaint.

14. Mandatory Notification of Data Breach (MNDB) Scheme

State Library shall implement the requirements of a MNDB scheme including maintaining the following:

- Data Breach Policy
- Data Breach Response Plan
- Data Breach Register

Such documents shall describe how State Library shall treat breaches of personal information including:

- Identification
- Reporting
- Management
- Notification including procedures for affected individuals

15. Human rights

Review of the Policy has included considerations of the 23 fundamental human rights protected under the Human Rights Act 2019. When applying the Policy, State Library will act and make decisions in a way that is compatible with human rights and give proper consideration to all human rights, as required by the Human Rights Act 2019.

16. Risk management and mitigation

Risk	Description of risk	Mitigation strategies
Personal information breach	Failure to enforce information security, including cyber security and client personal information, resulting in inability to deliver services, loss of reputation and trust or exposure to security breaches.	The current State Library Risk Profile outlines risks and treatment strategies to mitigate risks for State Library. The Audit and Risk Management Committee (ARMC) oversees risk management. The Risk Profile is reviewed annually by the ARMC and the Library Board.
Personal information breach	Breach or misuse of confidential information by staff.	<ul style="list-style-type: none">• Mandatory training to reinforce the importance of policies and guidelines.• Regular audit of staff permissions and access to identity management systems.
Security compliance	As there are many areas across State Library collecting, storing and using personal information, there is a risk to the organisation if they are not compliant with the principles and requirements of this policy.	<ul style="list-style-type: none">• Mandatory training• Review of procedures to ensure compliance with the Policy.• Review of security compliance where information is collected automatically or stored in other locations by companies based outside Australia and cloud-hosted services.
Removal of digital or print format	Failure to remove client details from all business applications or software.	Training provided in Identity Management Policy and adherence to procedures and processes

17. References

This policy is supported by

Queensland Government

- [Electronic Transactions Act 2001](#)
- [General Retention and Disposal Schedule \(GRDS\)](#)
- [Human Rights Act 2019](#)
- [Information Privacy Act 2009](#)
- [Information Privacy Principles](#)
- [Information Standard IS18 – Information Security](#)
- [Public Records Act 2002](#)
- [Public Sector Ethics Act 1994](#)
- [Information Privacy Act 2009](#)

- [Right to Information Act 2009 \(the RTI Act\)](#)
- [Queensland Government Information security classification framework \(QGISCF\)](#)
- [Queensland Public service Code of Conduct](#)
- [Queensland State Archives Records Governance Policy](#)

State Library of Queensland

- Information Security Policy
- Information Management Policy
- Information privacy and website security
- Protective Security Policy
- Your Information Guidelines
- Records Management Policy

18. Approval

Approved by State Librarian and CEO on 27 August 2025

19. Creative Commons

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