

Queensland Museum - Privacy Plan

Acts Administered by the Queensland Museum

1. *Queensland Museum Act 1970*;

Types of Personal Information Held by the Queensland Museum

The *Queensland Museum* collects, stores and uses:

- Employee personal information – this information is held for the purpose of ensuring correct human resource management functions can be carried out, including the payment of wages, recording of employee entitlements in relation to award provisions and performance management issues. This information is also held and made available where necessary, under certain compulsory legislative requirements including areas such as Workers Compensation, Workplace Health & Safety, Australian Taxation Office orders and Social Security requests. This information is retained in accordance with retention guidelines issued under Information Standard 31. The Queensland Museum contracts its Human Resource Management (HRM) to an independent service provider – the Corporate Administration Agency (CAA). CAA is empowered with the task of holding personal information in its physical state, on behalf of the Queensland Museum, and responds to queries on such information in accordance with the above methodology. CAA in itself forms part of Arts Queensland; a State Government Department bound by the Governments Privacy Guidelines. This information is accessible by CAA staff who are responsible for the day to day management of HRM issues, together with members of the Senior Management Group within the Queensland Museum who are charged with the supervision and management of employee performance and employees themselves. Similar personal information is held on volunteer staff within the Queensland Museum database structure. This information is dealt with in an identical way to that above with the exception that CAA does not hold the information.
- Client personal details – the diversity of the Queensland Museum client base extends to areas such as scientific research, education, market research and visitor experience to name a few. In general terms personal information provided by clients in the scientific area, is held for the purpose of maintaining historical datasets relative to specimen donor information. Any personal information associated with these datasets is accessible only to Museum staff in the performance of research and in any case, only with the approval of the person/client in question. Personal information relating to education, market research and visitor experience areas is held for varying purposes. Mailing lists and market surveys that hold personal information are only accessible for the purposes under which they were requested, and only by staff qualified to use the information. All requests made by the Museum to clients, for personal information will clearly state the reason for the request and its intended lawful use.
- Personal information about vendors – this information is held to allow normal business processes to take place eg. name, address for payment, bank account details to allow for electronic payment of accounts. It is retained in accordance with retention guidelines issued under the Financial Management Standard. This information is also held on the Museum's behalf by the CAA in a similar way to that described above (refer employee

personal information). It is accessible by CAA staff who are responsible for the day to day management of accounts processing issues, together with Museum staff charged with the responsibility for purchasing and day to day management of accounting issues

***List of Existing Contracts, Licenses and Outsourcing Arrangements Identified**

Refer Attachments.

List of Public Registers Managed within *Queensland Museum*

The Queensland Museum maintains perpetual registers of collection items which are held on behalf of the State of Queensland under the trusteeship of the Board of the Queensland Museum. It is not a register of personal information, but it may contain such information in certain circumstances where donor details have been provided. Where this occurs, the information is accessible only to qualified Museum staff in the performance of their research and in any case, only with the approval of the person in question. Please note that access to details in the above registers is restricted to the purpose for which the register is kept, unless legislation provides otherwise. Access to general information held within collection registers is available to the public by contacting the relevant Curator of that collection (a charge is levied in certain circumstances). However, personal information will not be divulged under any circumstances without prior approval from the person concerned. It is noteworthy that these registers are not designed with the intent of capturing personal information.

Agency Implementation Timetable

To enable the Museum to comply with the requirements of the Privacy Guidelines, it is essential for the staff to be properly informed about the issues involved and the principles of privacy protection, so that they will understand their own responsibilities. The stages in implementing the Plan, the steps to inform staff, and the relevant target dates are set out below.

Advise staff of new Privacy Principles	Completed
Develop privacy survey/questionnaire to assess the types of personal information held by QM.	Completed
Distribute survey/questionnaires to section heads.	Completed
Produce Privacy Plan – 1 st issue.	31 March 2002
Inform staff through publishing of the Privacy Plan – 1 st issue on the Intranet and by hard copy to campuses.	31 March 2002
Assess survey/questionnaires in detail	30 September 2002
Update Privacy Plan to take account of survey/questionnaire results in detail.	30 October 2002.
Amend forms etc.	30 October 2002
Incorporate privacy plan in New Staff induction kit.	30 October 2002
Review relevant policies and guidelines to integrate privacy issues where appropriate	27 April 2003

Procedure to Gain Access to Personal Information

In all circumstances, Queensland Museum is conscious of its obligations under the Privacy Guidelines, and personal information is not released outside the Museum, except in response to a legal requirement such as a subpoena. In a case of emergency or in other exceptional circumstances, a member of the Senior Management Group may authorise a release. In other situations, the release of personal information is governed by the Freedom of Information Act 1992. As a general practice, information about a member of staff is not disclosed to a third party without the individual's consent.

Individuals are entitled to access records containing their personal information and to request that the information be altered if it is not accurate. If such requests cannot be dealt with appropriately by the Privacy Officer, then relevant provisions of the Freedom of Information Act 1992 may be applied. All requests for access to personal information which do not comply with a request under legislative or other lawful compliance or are not made by person for access to their own personal information, should be directed to the Queensland Museum Privacy Contact Officer.

Review Procedure

If an individual believes that their personal information has not been dealt with in accordance with an IPP they may make a complaint to the agency seeking an internal review. A request for an internal review must be made in writing and must be made within six months from the date when the breach was suspected to have occurred.

Requests should be forwarded to Queensland Museum Privacy Contact Officer. A request for review may take the form of a letter, facsimile or e-mail.

Requests for review will be acknowledged in writing within 14 days from the date on which the application was received, and the agency will process the request within 60 days from the date on which the application was received. Applicants will be advised in writing of the agency's decision.

If an applicant does not agree with the agency's decision they may request an internal review. The *Director, Queensland Museum* will arrange for an internal review to be carried out by a more senior officer who has not previously been involved in the matter. This will be done within 45 days. The *Director, Queensland Museum* will provide a response in writing to the individual.

Contact Details

Advice or information on the Privacy Guidelines or their implementation may be obtained from:

Privacy Contact Officer
Queensland Museum
PO Box 3300
South Brisbane QLD 4101
Phone: (07) 3840 7648
Fax: (07) 3846 1918
E-mail: privacyofficer@qm.qld.gov.au

Approved: _____
Dr Ian Galloway
DIRECTOR