



# Boulia Shire Council – Privacy Statement

Boulia Shire Council is committed to providing you with the highest level of customer service including protecting your privacy. Privacy is about protecting the personal information of individuals that interact with Boulia Shire Council, by any means including our website. Under the *Information Privacy Act 2009* (IP Act), personal information held by local government must be responsibly and transparently collected and managed.

## Personal Information

Personal information is defined as any information that would allow a person to be identified and may include your name and address, signature, date of birth, current and previous addresses, contact phone numbers, email address, bank account or credit card information and physical characteristics such as height and birthmarks.

The information does not have to clearly identify a person. It need only provide sufficient information to lead to the identification of a person. It covers information held in paper or electronic records, including images and sounds. If you choose not to provide certain information, we may not be able to provide you with the services you require.

## How we collect personal information

We collect personal information in a number of ways:

- Directly from you in either verbal, written or electronic form
- When you visit our website/Facebook/Twitter accounts
- From other government agencies
- From publicly available sources of information
- From third parties such as credit reporting companies

## What personal information do we hold?

We hold a range of information including personal information relevant to conducting business with Council such as your name, address, property details, correspondence, building records and security footage.

## How we use your personal information

Any personal information you choose to provide will only be used for the purpose for which it was provided and will not be disclosed to other persons or organisations without your prior agreement or if required by law.

## Help us ensure we hold accurate information

We take all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information you provide.

That's why we recommend you keep us up-to-date with changes to your personal information.

## You can access your personal information

If you want to get access to your personal information, you should contact Council to see if this can be accessed administratively without the need to apply for it under the IP Act. If not, you will have to make a formal application for access under the legislation. There is no charge for applying, but there may be costs associated with copying documents or retrieving information.

Further details and application forms are available on our website at [www.boulia.qld.gov.au](http://www.boulia.qld.gov.au). Click on *Right to Information* under *Council* or call the Council office on (07) 4746 3188.

## The Boulia Shire Council website

As a general rule, Council does not collect information that can directly identify you when you visit our website. When you visit the site to read or download information, web measurement tools and Internet Service Providers record the following information for statistical purposes:

- your server and IP address
- the name of the top level domain (for example, .gov, .com, .edu, .au)
- the type of browser used
- the date and time you accessed the site
- the pages accessed and documents downloaded
- the previous site you visited

These statistics provide information to assist Council to make improvements to the content and structure of the website.

Cookies are text files that a website can transfer to your computer when you access information on that site. Cookies allow websites to recognise you as you browse their website.

Boulia Shire Council uses such platforms as Google Analytics to gather statistics about how the website is accessed. These platforms use cookies to gather information for the purpose of providing statistical reporting. The cookies do not collect information that can directly identify you.

The information generated by the cookie about your use of the website will be transmitted to and stored by Google (or other applicable platforms) on servers located outside of Australia. No personally identifying information is recorded or provided to Google.

Information gathered using the cookie is used for the purpose of determining:

- the number of visitors to website
- how visitors arrive at the website, for example, did they type the address in directly, follow a link from another webpage, or arrive via a search engine?
- the number of times each page is viewed and for how long
- time and date of visits
- geographical location of visitors
- information about what browsers are used to view the website and the operating system of the computers or devices
- whether these browsers support Java and Flash
- the speed of the user's internet connection

This information is used to refine and improve Boulia Shire Council's online service delivery and in turn the community's online experience.

E-mail correspondence, blog comments and information provided via web forms can constitute public records and can be retained as required by the *Public Records Act 2002* and other relevant legislation. Council will only use personal information collected via the website for the purposes for which it was given to us and/or for related, internal management purposes.

Your email address details will not be added to a mailing list nor will Council disclose these details to third parties without your consent, unless required by law. Email messages may be monitored by our information technology staff for system trouble-shooting and maintenance purposes.

Council take strong precautions to protect the personal information we hold concerning you from loss, unauthorised access, use, modification or disclosure, and against other misuse. However, please be aware Council do not provide a mechanism for securing the transmission of information across the Internet.

Council's website contains links to other websites. Boulia Shire Council is not responsible for the content and privacy practices of other websites.

### **Contact Us**

If you have any questions or concerns in relation to privacy please contact us on (07) 4746 3188 during business hours or alternatively you can write to us at Boulia Shire Council, 18 Herbert Street, Boulia, QLD, 4829 or email [admin@boulia.qld.gov.au](mailto:admin@boulia.qld.gov.au).

### **Policy 170 Privacy Policy**

This statement is linked to the Boulia Shire Council Privacy Policy which sets out Council's legislative obligations and approach to managing, handling and protecting the Personal Information of internal and external customers. To view the Privacy Policy, please request a copy by calling (07) 4746 3188, by visiting Council's website or visiting our Council Office.