

COLLECTION AND USE OF PERSONAL INFORMATION

Isaac Regional Council is committed to protecting user privacy. We understand and appreciate that visitors and users of this website are concerned about their privacy and the confidentiality and security of any information that may be provided to Council.

We will only use personal information collected via our website for the purpose for which it was given to use and/or for related, internal management purposes.

Visitors to our website are not required to disclose personal information. Isaac Regional Council will only record your personal details in the event that you voluntarily and personally supply your information to us, for example by contacting us via email or submitting an online form on this website.

Your details will only be used for the purpose for which you have provided them and will not be added to any mailing lists without your prior consent. We will not use, disclose or distribute your details to any other source, without your prior written consent.

We do not disclose your personal information to other government agencies, organisations or anyone else unless one of the following applies.

- You consented to the disclosure
- You would have a reasonable expectation that your personal information would be disclosed
- It is required or authorised by law
- It will prevent or lessen a serious threat to somebody's life or health
- The disclosure is reasonable necessary for a law enforcement activity

THE KINDS OF PERSONAL INFORMATION WE COLLECT MAY INCLUDE:

- Name
- Residential address
- Postal address
- Date of birth
- Gender
- Telephone numbers
- Email address
- Photo and video images (e.g. from security cameras at Council-controlled venues)
- Addresses of your property whether owned or leased by you
- Credit card information
- Bank account details
- Driver licence details
- Passport details

What is confidentiality?

Confidentiality is the protection of personal information. Confidentiality means keeping a client's information between you and the client, and not telling others including co-workers, friends, family, etc.

Importance of Confidentiality

Confidentiality is important for several reasons. One of the most important elements of confidentiality is that it helps to build and develop trust. It potentially allows for the free flow of information between the client and worker and acknowledges that a client's personal life and all the issues and problems that they have belong to them.

Principals of Confidentiality

The community and fellow employees have a right to expect that you will not disclose any personal information which you learn during the course of your professional duties, unless they give permission. Without assurances about confidentiality the community may be reluctant to give any information.

For these reasons:

- When you are responsible for confidential information you must make sure that the information is effectively protected against improper disclosure when it is disposed of, stored, transmitted or received;
- When given consent to disclosure of information about someone or something, you must make sure they understand what will be disclosed, the reasons for disclosure and the likely consequences;
- You must make sure that community member or employee are informed whenever information about them is likely to be disclosed to others and that they have the opportunity to withhold permission;
- You must respect requests that information should not be disclosed to third parties, save in exceptional circumstances (for example, where the safety of others would otherwise be at serious risk);
- If you disclose confidential information you should release only as much information as is necessary for the purpose;
- You must make sure that to whom you disclose information understands that it is given to them in confidence which they must respect;

If you decide to disclose confidential information, you must be prepared to explain and justify your decision.