



33 Goldie Street
PO Box 348
SMITHTON TAS 7330
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(03) 6452 4800
www.circularhead.tas.gov.au

PERSONAL INFORMATION PROTECTION POLICY GUIDELINES

COLLECTION OF INFORMATION

The Circular Head Council collects, retains, stores and uses personal information where it is necessary for one or more of the council's functions or activities.

Personal information held by council may include but are not limited to your:

- Name
- Postal and home address – Current and previous
- Email address
- Telephone and/or mobile number
- Date of birth
- Bank account details
- Financial details
- Credit information
- Australian Business Number (ABN) details
- Insurance details (for Provision of Services and other purposes)
- Details of any council services used by you
- Correspondence received by council from you or your representative
- Employment details
- Tax File Number details
- Health information
- Images still (Photos) or moving (Film/video)
- Sounds (voice or tape recordings)

The council only uses personal information provided by you for the purpose for which it was collected and for any other use authorised or required by law, including law enforcement and compliance activities.

Personal information means any information or opinion in any format (not limited to information contained in records) about an individual whose identity is apparent or is reasonably ascertainable from the information or opinion and who is alive or has not been dead for more than 25 years.

Council collects personal information in several ways:

- Directly from you when you provide information by phone or in documents such as an application form
- From council's own records of how you use council services
- From third parties such as council's contracted service providers, health service providers and your authorised representative or legal advisor
- When legally required to do so
- From publicly available sources of information

The council will not collect sensitive information about you without your express consent unless the collection is required by law.

Doc No: CG023	Version No: 1	Approval Date: 21 April 2022
Responsibility: Director Strategic Governance	Approved By: Council	Review Date: 21 April 2027



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USE OF INFORMATION

Council will not use or disclose information for any purpose other than the primary collection purpose except where permitted in *the Act*, or where the person to whom the information relates has authorised council.

Your personal information may be used to:

- Provide the services you require
- Administer and manage those services, including charging, billing and collecting debts
- Research and develop council services
- Compliance with law enforcement activities

DISCLOSURE OF INFORMATION

Personal information held by council will not be divulged to third parties unless:

- The person to whom the information relates has authorised council to do so,
- or the disclosure is required or allowed by law.

QUALITY OF INFORMATION

Council seeks to maintain accurate and up to date personal information relevant to its functions.

SECURITY OF INFORMATION

The council will take all reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure.

The council maintains appropriate security standards and procedures to help prevent access to confidential information by anyone not authorised to access such information.

All council employees and volunteers are obliged to maintain security standards and procedures. Integrity and confidentiality of all council related activity and documentation is maintained.

ACCESS AND CORRECTION OF INFORMATION

A person has the right to access and the right to correct information that council holds on them.

- For a change in contact details advise council by telephone, mail or email.
- For other personal information held by council the request should be made by mail or email and addressed to the Right to Information Officer.

Individuals can also apply for assessed disclosure of information under the *Right to Information Act 2009*. For further details on Right to Information and an Assessed Disclosure Application go to council website www.circularhead.tas.gov.au.

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RELATED DOCUMENTS

Personal Information Protection Policy CP023
Information Communication Technology (ICT) Policy MP004
Information Communication Technology (ICT) Guideline MG004

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