

Version 1.1 | Date Effective: 11 April 2025

## 1. Purpose

The Industrial Court of Queensland (Court), the Queensland Industrial Relations Commission (Commission) and the Industrial Registry (collectively referred to throughout this policy as "we", "us" or "our") are committed to protecting the privacy of individuals and ensuring that personal information is handled in accordance with the *Information Privacy Act 2009* (IP Act).

This policy outlines how we collect, use, disclose, store and manage personal information.

## 2. Collection and Use of Personal Information

We collect personal information that is necessary for the performance of our functions under the jurisdiction of the Court, Commission and Industrial Registrar. *Personal information* is broadly defined as information about an individual whose identity is apparent, or can reasonably be ascertained, from information or an opinion. The types of personal information we collect includes:

- contact details such as your name, address, phone number and email address;
- employment related information such as employer details and job titles; and
- financial or medical information.

We will only use your personal information for the purpose(s) that it was collected for unless we have a lawful requirement or authority to use it for another purpose.

## 3. Queensland Privacy Principles and Exemptions

### 3.1 Queensland Privacy Principles

The handling of personal information by us is guided by the Queensland Privacy Principles (QPPs) which are outlined in the IP Act.

### 3.2 Exemptions

However, pursuant to Schedule 2 of the IP Act, certain functions and activities of the Court, Commission, Industrial Registrar and the Industrial Registry are **exempt** from compliance with the QPPs. Specifically, the QPPs do not apply to:

- the Court, judicial officers, and court staff performing judicial functions;
- the Commission, and Commission Members, judicial officers and Commission staff performing judicial or quasi-judicial functions; and
- the Industrial Registrar of the Industrial Registry, and Industrial Registry staff, conducting judicial or quasi-judicial duties, tasks and functions.

In short, personal information is collected and used for purposes related to matters before the Court, Commission or Industrial Registrar, to:

- process and manage matters;
- conduct conferences, hearings, inquiries, and other judicial functions;

- communicate with parties involved in proceedings; and
- comply with legal and reporting obligations.

This information may be disclosed to:

- parties involved in proceedings;
- Government agencies, where required by law;
- the public, where decisions, determinations, general rulings and/or orders are published in accordance with statutory obligations; and/or
- other entities where disclosure is permitted or required under the IP Act or other laws.

### 3.3 *Email correspondence*

We use email to communicate with individuals regarding matters or administrative processes. By providing an email address, individuals consent to receiving communications from us via email.

Emails sent to or from us may be monitored for security and compliance purposes. While reasonable steps are taken to protect the privacy of email communications, email transmission is not always secure and individuals should take precautions when sending sensitive information.

If you receive an email from us in error, please notify us immediately and delete the email. Do not distribute, copy or disclose the information contained within the email.

Your email address details will not be added to a mailing list, nor will we provide your personal contact information to a third party without your consent unless, of course, required by law.

## 4. **Storage and Security of Personal Information**

To maintain confidentiality, integrity and availability, we take all reasonable steps to protect personal information (in either electronic or physical form) from unauthorised access, loss, misuse or disclosure. These measures include:

- the securing of electronic and physical storage systems;
- the restriction of access to personal information based on role and function; and
- compliance with the Queensland Government's *Information Security Classification Framework* (QGISCF)(which is also compatible with the Australian Government Protective Security Policy Framework) which supports the Queensland Government's *Information and Cyber Security Policy*.

We use contracted service providers to provide services such as cloud-based storage and electronic document management (such as the case management system 'ReadyCase' and Microsoft 365 [including SharePoint and OneDrive]). These service providers are also required to observe strict personal information management requirements which are set out in service agreements and include privacy and confidentiality clauses however we still control, and are responsible for, the information. We use these service providers in a manner consistent with our responsibilities not only under the IP Act, but also the *Right to Information Act 2009* and the *Public Records Act 2023*.

## 5. Website Privacy and Security

We are committed to protecting the privacy of visitors to our website ([www.qirc.qld.gov.au](http://www.qirc.qld.gov.au)). We understand that the intention of visitors to the website is to read or download information or forms.

When you visit our website, we may collect information to improve function and user experience. This includes:

- logging visitor data such as IP addresses, browser types, and access times; and
- using cookies and analytics tools to monitor website traffic and performance.

Cookies are small text files that a website stores on a user's device (computer, tablet or smartphone) when they visit the website. Cookies help improve functionality by remembering user preferences and analysing website performance. They may be:

- Session cookies – which expire when you close the browser;
- Persistent cookies – which remain on a device for a set period;
- First-party cookies – which are set by the website; or
- Third-party cookies – which are set by external services such as analytics providers.

You can manage cookies through your browser settings. However, disabling cookies may affect website functionality.

We use Google Analytics on our website to gather information about visitors to our website. When you visit our website, your browser automatically sends anonymous information to Google, such as your IP address and demographic information<sup>1</sup>. We use this data to improve your experience and make sure our website is useful and easy to navigate.

We take reasonable steps to ensure website security, including encryption, secure data transmission, and protective measures against unauthorised access. However, users should be aware that internet communications may not always be completely secure.

Our website contains links to external websites. We are not responsible for the privacy practices or content of these third-party websites. We encourage users to review the privacy policies of external websites before providing personal information.

No attempt is, or will be, made to identify users or their browser activities except, in the very unlikely event of an investigation where law enforcement may exercise a warrant to inspect activity logs.

## 6. Social Media Privacy (LinkedIn)

We maintain a presence on LinkedIn to share updates and engage with stakeholders. When interacting with our LinkedIn page, users should be aware that:

- any information posted or shared on LinkedIn is subject to LinkedIn's own privacy policies<sup>2</sup> and terms of use;
- we may view, respond to, share or delete public comments or posts made on our LinkedIn page;

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<sup>1</sup> Further information regarding how Google uses data may be found at <https://policies.google.com/technologies/partner-sites>

<sup>2</sup> <https://www.linkedin.com/legal/privacy-policy>

- we do not collect or store personal information from LinkedIn, except where users voluntarily provide such information via direct messages, job applications, or other interactions;
- users should exercise caution when sharing personal or sensitive information on LinkedIn.

We encourage individuals to review LinkedIn's privacy policies to understand how their data is collected and used by the platform.

## 7. CCTV and Privacy

Closed-circuit television (CCTV) cameras are in operation within our premises for security, safety, and operational purposes. Footage collected via CCTV may be used for:

- ensuring the safety and security of staff, visitors and property; and
- investigating incidents or security breaches.

Access to CCTV is restricted to authorised personnel and is stored securely, for a period of 90 days, in accordance with the Retention and Disposal Policy. CCTV footage may be disclosed to law enforcement or other authorised parties where required by law. Signage indicating CCTV usage is displayed in areas where cameras are in operation.

## 8. Access and Amendment of Personal Information

Individuals have the right to request access to their personal information and seek corrections where it is inaccurate, incomplete, or out of date. Request should be made *in writing*, addressed to the Industrial Registrar, and forwarded via the contact details contained at section 13 of this policy. You will also need to verify your identity to ensure that your personal information is not given to anyone else.

Please also refer to the Right to Information section on our website.

## 9. Retention and Disposal of Personal Information

Personal information is retained for the period required in accordance with the *Public Records Act 2023* as well as the *Industrial Relations Tribunals Sector Retention and Disposal Schedule*<sup>3</sup> and the *General Retention and Disposal Schedule*<sup>4</sup>. Once the retention period has expired, records are securely destroyed using the appropriate disposal methods.

For further information, please refer to the [Retention and Disposal Policy](#) available on our website.

## 10. Privacy Complaints Handling

If you believe that we have not complied with the IP Act in managing your personal information, you may lodge a complaint *in writing*. Complaints should include:

- your name and contact details;
- a specific description of the privacy concern or breach; and
- any relevant supporting documentation.

<sup>3</sup> [Industrial Relations Tribunals Sector retention and disposal schedule | For government | Queensland Government](#)

<sup>4</sup> [General Retention and Disposal Schedule \(GRDS\) | For government | Queensland Government](#)

Your complaint should be made as soon as you become aware that your privacy may have been breached. Your complaint should be about your personal information and not the personal information of another person. Be sure to include sufficient information to enable us to understand the nature of your complaint, the impact it has had on you and the outcome you are seeking.

We will acknowledge receipt of the complaint (within five business days) and investigate the matter. Contact will be made with you should we need you to provide sufficient evidence of your identity, or if we need any further information, to progress with the investigation of your complaint.

We aim to resolve complaints within a reasonable timeframe (45 business days) and in accordance with legal and procedural requirements. However, if your complaint is complex, or requires extensive investigation, and is not able to be resolved within 45 business days, you will be notified of any delay in writing. If you are not satisfied with our response, or have not received a response once 45 business days have passed, you may escalate your complaint to the *Office of the Information Commissioner Queensland*<sup>5</sup>.

## 11. Human rights in privacy

We acknowledge our obligations under the *Human Rights Act 2019* and are committed to ensuring that our handling of personal information respects and upholds human rights. When making decisions regarding the collection, use, and disclosure of personal information, we consider the impact on individuals' rights, including:

- the right to privacy and reputation;
- the right to freedom of expression; and
- the right to a fair hearing.

Where possible, we seek to balance the need for privacy with other rights and responsibilities, ensuring that any limitations on human rights are reasonable and justified in accordance with legal requirements.

## 12. Definitions, references and relating documents

12.1 For the purpose of this policy, the following definitions apply:

Term	Definition
CCTV (Closed Circuit Television)	A video surveillance system used to monitor and record activities for security and safety purposes.
Cookies	Small text files stored on a user's device when visiting a website, used to enhance functionality and analyse user behaviour.
Google Analytics	A web analytics service provided by Google that tracks and reports website traffic, user behaviour, and interactions to help improve website functionality and user experience.
LinkedIn	A professional networking 'social media' platform.
OneDrive	A cloud storage service provided by Microsoft that allows users to store, synchronise, and share files securely.
Personal information	As defined in the <i>Information Privacy Act 2009</i> : <p style="text-align: center;"><i>"...information or an opinion, including information or an opinion forming part of a database, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion."</i></p>

<sup>5</sup> <https://www.oic.qld.gov.au/>

Term	Definition
Queensland Privacy Principles (QPPs)	The QPPs are a set of principles, outlined in the <i>Information Privacy Act 2009</i> that regulate how entities manage personal information, including aspects such as collection, storage, security, use, and disclosure, as well as individual's rights to access and correct their information.
SharePoint	A web-based collaboration platform that integrates with Microsoft Office and is used for document management, storage, and information sharing.

## 12.2 References and related legislation, policies, procedures and guidelines

- [Information Privacy Act 2009](#)
- [Right to Information Act 2009](#)
- [Public Records Act 2023](#)
- [Human Rights Act 2019](#)
- [Industrial Relations Tribunals Sector Retention and Disposal Schedule](#) (16 February 2022)
- Queensland Government [General Retention and Disposal Schedule](#) (22 December 2023)
- [Queensland Government Information Security Classification Framework](#) (v6.0.0) (13 December 2024)
- [Queensland Government Information and Cyber Security Policy \(IS18\)](#) (v9.0.0) (12 March 2025)
- [Australian Government Protective Security Policy Framework](#) (18 December 2024)

## 13. Contact

For further information, please contact the Industrial Registry:

**By phone:** 1300 592 987

**By email:** [qirc.registry@qirc.qld.gov.au](mailto:qirc.registry@qirc.qld.gov.au)

**By post:** Industrial Registrar, Queensland Industrial Registry  
GPO Box 373, Brisbane QLD 4001

**In person:** Level 21, Central Plaza 2  
66 Eagle Street (Cnr Elizabeth and Creek Streets), Brisbane QLD 4000

**Internet:** [www.qirc.qld.gov.au](http://www.qirc.qld.gov.au)

## 14. Version Control

Version	Amendments	Approved	Date
1.1		M. Shelley, Industrial Registrar.	11 April 2025