

What I Need to Know

- The QFRS requires all personnel and volunteers to protect the privacy of individuals in the delivery and conduct of government services and businesses.
- Brigades are required to collect detailed information about members, including names, addresses, contact details, date of birth, medical conditions, etc.

How I do it

How to protect people’s privacy

- First decide if the information is personal information because the Information Privacy Policy applies only to personal information. Ask yourself:

<p>a. Is the information or opinion in question about an individual? Or to put it another way – Does the information or opinion tell you something about someone?</p>	<p>Yes</p>	<p>No</p>
<p>b. Is the individual’s identity apparent from the information? Or to put it another way – Does the information identify the person? Or, to put it another way – Does the information or opinion actually say who the person referred to is by name or position?</p>	<p>Yes</p>	<p>No</p>
<p>c. Even though the person is not actually identified in the information, can the individual’s identity be reasonably ascertained from the information or opinion? Or, to put it another way – Could someone find out to whom the information refers?</p>	<p>Yes</p>	<p>No</p>

- If the answer to (a) and (b) or (a) and (c) is yes, then the information is probably personal information and the Information Privacy Policy will apply. You need to consider the Information Privacy Policy in relation to how the agency handles the information. How is it stored, used and disclosed. You will also need to consider how the information was collected and whether such information should continue to be collected in the future.
- If you are in doubt about whether the information fits the personal information definition, err on the side of caution.

Collection of personal information

- You mustn’t collect personal information because it might be useful in the future. It should only be collected where there is a known definable use.
- Ask yourself, “is the information necessary for the purpose it is being collected for?” “Can it be done without?” “Do we really need to know the person’s marital status, or religion, or age, or if he or she has children, or if he or she was charged with an offence, or his or her address, or even his or her name to provide a particular service?”

Storage / Security & Access

- Personal information must be stored in a safe and secure manner. There must be security safeguards as are reasonable in the circumstances to protect personal information from loss, unauthorised access, use, modification, disclosure or any other misuse.
- You must also store personal information on your computer in a safe and secure manner.
- The Brigade must allow people to find out whether it holds personal information about them, what the nature of the information is, the purposes for which it is used, and what they need to do to obtain access to the records, unless a law prohibits this.

Use / Disclosure & Complaints

- Generally, personal information in Brigade records must not be used except for a purpose to which the information is relevant. Personal information collected for a particular purpose cannot be used for another purpose unless:
 - The person consents;
 - It is reasonably believed to be necessary to prevent or lessen imminent threat to health or life;
 - It is permitted by law;
 - It is necessary for certain law enforcement;
 - The purpose is directly related to the purpose for which it was collected.
 - Personal information in the Brigades records must not be disclosed, other than to the person concerned unless; or
 - The person is reasonably likely to be aware of or was made aware that this disclosure will occur.

Training Records

- Where information from Rural Operations training records is provided to you, it is on the understanding that it will be used to manage the training of those members for whom you have a direct training-related responsibility. The information is not to be used for any other purpose.
- Use of this information should be in accordance with the DES privacy policy guidelines which can be accessed from your Area Office. The following general guidelines apply:
 - The information is only to be used to facilitate training management;
 - Information cannot be released to a third party without the consent of any members that the information refers to or, unless personal details are removed or blacked out;
 - You must respect members' privacy;
 - You must ensure the confidential storage of records; and
 - Ensure that records that are no longer required are destroyed in a way to ensure member privacy is maintained.

Reference Materials

- Area Reference Manual - Business Rule: D3.1 Maintain the Currency and Accuracy of Volunteer Records
- Queensland Government Information Privacy Policy