

Economic Development Queensland (EDQ)

Privacy Policy

Version: 1.0 | Version effective: 4 February 2026

1. Policy statement

Economic Development Queensland (EDQ) is committed to managing personal information in accordance with the *Information Privacy Act 2009* (IP Act) and the Queensland Privacy Principles (QPPs). This policy sets the mandatory requirements that all employees, contractors and Board members must follow when collecting, using, storing and disclosing personal information in the course of EDQ operations.

2. Rationale

EDQ recognises that the effective management of personal information is essential to maintaining compliance with the IP Act and meeting community expectations of responsible information handling. This policy ensures a consistent and lawful approach to handling personal information across all business activities, supporting the organisation’s ability to deliver its functions and strategic objectives.

3. Applicability

This policy applies to all employees and temporary and contracted workers of EDQ, and Economic Development Board (Board) members.

4. Principles

EDQ collects and manages personal information about employees, clients, customers, contractors, applicants, recipients, suppliers and their representatives where required to perform its functions, activities, or fulfil legislative responsibilities, including those administered as part of portfolio responsibilities.

All personal information is managed in accordance with the IP Act and the QPPs.

The following principles guide all handling of personal information:

Principle	What this means for EDQ
Privacy	<p>Personal information must only be collected when lawful and necessary, and only to the extent relevant to the purpose for which it is collected.</p> <p>Sensitive information is only to be collected where necessary and permitted under the IP Act, and generally only directly from the individual or with their consent.</p> <p>Sensitive information should be disposed when the records are no longer required. The disposal must align with the Queensland Government General Retention and Disposal Schedule and the EDQ Retention and Disposal Schedule.</p> <p>Appendix A details the types of personal information collected by function.</p>
Transparency and accountability	<p>Where practicable, individuals must be informed about why their personal information is being collected and how it will be used.</p> <p>Employees understand their ethical and legal obligations when accessing and using EDQ systems and information.</p>
Information security	<p>Personal information must be:</p> <ul style="list-style-type: none"> protected from unauthorised access, loss, misuse, modification or disclosure stored only in approved systems disposed of or de-identified appropriately, including unsolicited information that cannot be lawfully kept.
Access and use	<p>Personal information must only be used or disclosed for the purpose for which it was collected, unless authorised under the IP Act or another law.</p> <p>Individuals have the right to request access to, or amendment of, their personal information held by EDQ.</p>

5. Privacy complaints

Individuals may make a privacy complaint if they believe their personal information has been mishandled.

Privacy complaints must be managed in accordance with the IP Act and the EDQ Complaints Management Policy, including the right to request an external review by the Office of the Information Commissioner where the internal process has been completed or statutory timeframes have passed.

6. Roles and responsibilities

Role	Responsibilities
All employees (including temporary and contracted workers)	<ul style="list-style-type: none"> Comply with this policy, the IP Act and all relevant legislative and ethical obligations. Collect, use and store personal information only as necessary for authorised EDQ functions. Protect personal information from unauthorised access, loss or disclosure by using approved systems and practices. Report any suspected or actual privacy breaches immediately to the Privacy Officer. Participate in required privacy training and keep up to date with obligations under this policy and relevant legislation.
Audit, Risk and Performance Committee (ARPC)	<ul style="list-style-type: none"> Reviews EDQ compliance with privacy requirements. Provides recommendations to the Board on the effectiveness of EDQ privacy framework.
Board	<ul style="list-style-type: none"> Approves the EDQ Privacy Policy.
Chief Executive Officer	<ul style="list-style-type: none"> Set the ethical culture of EDQ including a commitment to information privacy and the QPPs. Comply with this policy and the IP Act.
Managers and supervisors	<ul style="list-style-type: none"> Ensure employees under their supervision are aware of the requirements of this policy.
Privacy Officer	<ul style="list-style-type: none"> Provide advice and guidance relating to the application of this policy and requirements of the IP Act.

7. Definitions

The key terms referred to are as follows:

Term	Definition
Board	The Economic Development Board as defined in the ED Act (Schedule 1 – Dictionary).
Chief Executive Officer	The Chief Executive Officer (CEO) as defined in the ED Act (Section 32Q (1)).
ED Act	<i>Economic Development Act 2012</i> (ED Act).
EDQ	MEDQ and the EDQ Employing Office
EDQ Employing Office	The Economic Development Queensland employing office is a statutory body as defined in the ED Act (Part 9, Division 1).

Term	Definition
Employee	Includes the CEO (Section 32Q (1)), EO (Section 32ZK) and EDQ employees (Schedule 1 – Dictionary) as defined in the ED Act and contractors.
IP Act	<i>Information Privacy Act 2009.</i>
MEDQ	A corporation sole constituted by the Minister established under the name Minister for Economic Development Queensland as defined in the ED Act (Section 8 (1)).
Personal information	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 (per IP Act, section 12).
Privacy Officer	The privacy officer is the primary point of contact within EDQ for privacy related information, nominated to ensure operations comply with regulations by providing advice on privacy matters, handling privacy complaints and data breaches.
Sensitive information	<p>Sensitive information includes:</p> <ul style="list-style-type: none"> • information or an opinion about an individual's: <ul style="list-style-type: none"> ○ racial or ethnic origin ○ political opinions ○ membership of a political association ○ religious beliefs or affiliations ○ philosophical beliefs ○ membership of a professional or trade association ○ membership of a trade union ○ sexual orientation or practices ○ criminal record. • health information about an individual • genetic information about an individual that is not otherwise health information • biometric information that is to be used for the purpose of automated biometric verification or biometric identification • biometric templates.

8. References

Legislation / subordinate legislation

- [Economic Development Act 2012](#)
- [Human Rights Act 2019](#)
- [Industrial Relations Act 2016](#)
- [Information Privacy Act 2009](#)
- [Public Records Act 2023](#)
- [Public Sector Act 2022](#)
- [Public Sector Ethics Act 1994](#)
- [Right to Information Act 2009](#)

Other documents or processes

- [Code of Conduct for the Queensland Public Service](#)
- [Complaints Management Policy](#)
- Customer Complaints Management Procedure
- [Data Breach Policy](#)
- Data Breach Response Plan
- [EDQ Retention and Disposal Schedule](#)
- [General Retention and Disposal Schedule](#)
- Right to Information Policy

9. Policy approval

This policy will be reviewed by the Board biennially. All major policy changes must be approved by the Board. The Director, Governance is authorised to approve minor policy amendments. Minor policy amendments are those that do not change the overall intent of the policy. A register of amendments will be maintained and reported annually to the Board.

10. Document control

Document owner		Director, Governance Corporate Services			
Major review (biennially)		February 2028			
Version	Issue Date	Reason	Author	Approver	Approval date
1.0	Feb 2026	New policy	Director, Governance	Board	4/02/2026

Appendix A – Personal information collected

The table below outlines the types of personal information collected by function and the purposes for which it is collected. It supports the policy principles and may be updated as business processes change.

Function	Type of personal information collected	Why it is collected
Consultation (e.g. Social Pinpoint)	Respondent name and contact details, demographic information, preferences and opinions related to EDQ services.	To conduct consultations and gather feedback to inform planning, services and decision-making.
Customer complaints	Names, contact details, interactions with EDQ, expressions of dissatisfaction, investigation records and outcomes.	To receive, investigate and resolve complaints about services and improve service delivery.
Development activities	Names, contact details and property information of potentially impacted parties.	To provide required notifications about development activities in accordance with planning and legislative requirements.
Event registration (incl. Eventbrite)	Contact and registration details provided when registering for events.	To administer event attendance, communications and logistics Eventbrite may be used in some instances.
Grants / funding administration	Names, contact details, address, assessments of suitability, referees and references for grant applicants and recipients.	To assess eligibility/suitability and administer grants or funding arrangements in accordance with requirements.
Human resources	Contact details, date of birth, tax file number, qualifications, work history, reasonable accommodations, medical/health information, entitlements, next-of-kin/emergency contacts; information related to employee complaints and workplace investigations.	To manage recruitment, employment, payroll and entitlements, support workplace health and safety and accommodations, and conduct workplace investigations.
Information and assistance	Names, contact details, enquiry details/circumstances (may include sensitive information, opinions about others, expressions of dissatisfaction), reasonable accommodation requirements.	To respond to enquiries and provide information and reasonable accommodations as required.
Mailing list subscriptions (Vision6)	Email address (and any details provided during subscription).	To deliver requested news, updates and alerts to subscribers via Vision6
Privacy complaints and data breach notifications	Names, contact details, details of the complaint or data breach (may include personal and sensitive information), and the resolution sought.	To assess, respond to and resolve privacy complaints, and to meet data breach notification requirements, including notifications to the Office of the Information Commissioner as applicable.
Procurement and contract administration	Names, contact details, address, referees and references for representatives of third-party suppliers and prospective suppliers.	To conduct procurement processes and administer supplier contracts.

Function	Type of personal information collected	Why it is collected
Recruitment and contractors	Names, contact details, address, application documentation, qualifications, identification information, assessments of suitability, referees and references.	To assess suitability, engage employees/contractors, and complete due diligence checks required for engagement.
Social media platforms (YouTube, LinkedIn, Instagram)	Information you provide when communicating with EDQ on these platforms.	To communicate with the public and manage engagement via third-party platforms with their own privacy policies.
Submissions and applications	Information required by planning legislation for a proper submission or application (may include identity and contact details).	To receive and determine submissions/applications in accordance with legislation; incomplete information may affect legal rights.
Surveys (SurveyMonkey / Microsoft Forms)	Survey responses from service recipients or employees (may include contact details if provided).	To gauge service satisfaction and understand employee views. Information may be stored overseas when using SurveyMonkey; Microsoft Forms used in some instances
Website analytics	Anonymous technical/usage data (browser, platform, screen resolution, access date/time, pages accessed, downloads, referrer, IP address); cookies; Google Analytics metrics (visitor counts, arrival method, page views/time, geography, browser/OS, Java/Flash support, connection speed).	To analyse and improve website performance and user experience. Google Analytics stores data on servers outside Australia and does not record personally identifying information for this purpose.