



# Privacy Policy

July 2025

## Objective

The purpose of this policy is to outline the responsibilities of the Crime and Corruption Commission (CCC) under the *Information Privacy Act 2009* (Qld) and its Queensland Privacy Principles (QPPs) which set the rules for how Queensland government agencies, including the CCC, handle personal information.

## Relevant legislation

[Information Privacy Act 2009](#)

## Definitions

CC Act	<i>Crime and Corruption Act 2001</i>
IP Act	<i>Information Privacy Act 2009</i>
QPPS	<i>Queensland Privacy Principles</i>
Personal information	<p><b>Personal information</b> has the meaning given to it in section 12 of the IP Act, <i>i.e.</i></p> <p>Personal information means information or an opinion about an identified individual or an individual who is reasonably identifiable from the information or opinion—</p> <ul style="list-style-type: none"><li>(a) whether the information or opinion is true or not; and</li><li>(b) whether the information or opinion is recorded in a material form or not.</li></ul>
Sensitive information	<p><b>Sensitive information</b> has the meaning given to it in Schedule 5 of the IP Act, <i>i.e.</i></p> <p>for an individual, means the following—</p> <ul style="list-style-type: none"><li>(a) information or an opinion, that is also personal information, about the individual's—<ul style="list-style-type: none"><li>(i) racial or ethnic origin; or</li><li>(ii) political opinions; or</li><li>(iii) membership of a political association; or</li><li>(iv) religious beliefs or affiliations; or</li><li>(v) philosophical beliefs; or</li><li>(vi) membership of a professional or trade association; or</li><li>(vii) membership of a trade union; or</li><li>(viii) sexual orientation or practices; or</li></ul></li></ul>

	<ul style="list-style-type: none"> <li>(ix) criminal record;</li> <li>(b) health information about the individual;</li> <li>(c) genetic information about the individual that is not otherwise health information;</li> <li>(d) biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or</li> <li>(e) biometric templates.</li> </ul>
<b>Law enforcement agency</b>	For the purposes of the IP Act, the Crime and Corruption Commission is a 'law enforcement agency'
<b>Enforcement-related activities</b>	<p><b><i>Enforcement-related activity</i></b>, for schedule 3, means—</p> <ul style="list-style-type: none"> <li>(a) the prevention, detection, investigation, prosecution or punishment of criminal offences or breaches of laws imposing penalties or sanctions; or</li> <li>(b) the enforcement of laws relating to the confiscation of the proceeds of crime; or</li> <li>(c) the protection of the public revenue; or</li> <li>(d) the prevention, detection, investigation or remedying of seriously improper conduct; or</li> <li>(e) the preparation for, or conduct of, proceedings before any court or tribunal, or implementation of the orders of a court or tribunal.</li> </ul>

## Application

This policy applies to all personal information collected, stored, used and disclosed by the CCC and its officers unless otherwise exempt under legislation.

## Policy statement

The CCC is committed to complying with the objects of the IP Act to provide for the fair collection and handling of personal information.

## Fair collection and handling personal information

The IP Act contains 10 'Queensland Privacy Principles' (QPP) that provide for how agencies collect and handle personal information (Schedule 3 of the IP Act). These QPPs operate subject to the provisions of other acts, including the CC Act.

Agencies, including the CCC, are required to comply with the QPPs except where legislation provides otherwise. Some of the exemptions applicable to the CCC are set out below.

## CCC exemptions from the IPPs

Many documents held by the CCC are excluded from the operation of the IPPs, including documents containing personal information:

- arising out of, or in connection with, a controlled operation or controlled activity under the *Police Powers and Responsibilities Act 2000* or the CC Act
- arising out of, or in connection with, the covert undertaking of an operation, investigation or function of a law enforcement agency
- obtained under a warrant issued under the *Telecommunications (Interception and Access) Act 1979* (Cth)
- about a person included in a witness protection program under the *Witness Protection Act 2000* or a person subject to other witness protection arrangements made under an Act
- arising out of a complaint under the *Police Service Administration Act 1990*, part 7
- arising out of a complaint, or an investigation of corruption, under the CC Act
- contained in a public interest disclosure or collected in an investigation arising out of a public interest disclosure under the *Public Interest Disclosure Act 2010*.

In addition to the above list of documents, s 29 of the IP Act provides that the CCC, as a law enforcement agency, is not subject to QPPs 3, 5, 6 and 10 in certain circumstances. For this exclusion to apply, the CCC must be satisfied on reasonable grounds that noncompliance is necessary for the performance of CCC activities related to the enforcement of laws and the CCC's intelligence functions.

Activities related to the 'enforcement of laws' would generally apply to the CCC where it is carrying out activities under its crime function or civil confiscation function however, this must be considered on a case-by-case basis.

### Collection and handling of personal information

A large volume of information collected by the CCC is done in accordance with lawful use of powers under the *Crime and Corruption Act 2001* or *Police Powers and Responsibilities Act 2000*, or otherwise in circumstances falling within an exemption identified above. However, the exemptions do not generally extend to the CCC's administrative functions, including corporate services, governance, finance and administration, and facilities management.

In these circumstances, the CCC holds personal information across a variety of classes of records. The records are kept in accordance with the CCC Retention and Disposal Schedule, which is approved by the Queensland State Archivist. Access, storage and security requirements vary depending on the nature, sensitivity and classification of the information contained in the records.

The types of personal information collected and handled by the CCC are set out in the table below, including information about how and why personal information is collected, used and disclosed in the circumstances.

Type of personal information	How and why it is collected, used and disclosed
<b>Privacy complaints and Notification of Data Breaches</b>	<p>The CCC collects and holds information about individuals who make privacy complaints to the CCC, which includes names, contact details, the personal information the subject of the complaint and what resolution the individual is seeking. A failure to provide this information may mean the CCC is unable to deal with the privacy complaint.</p> <p>The CCC may also hold records of the CCC's correspondence with the individual and any third parties that are relevant to</p>

	<p>the alleged breach of their privacy, and any information about reasonable accommodations required by the privacy complainant.</p> <p>The CCC may hold information about any data breaches that have occurred, including eligible data breaches that have been notified to the Office of the Information Commissioner. This information may include personal and sensitive information about the individuals affected.</p>
<b>Employee Personnel Records</b>	<p>The CCC collects and holds personal information about CCC staff which is relevant to their employment at the CCC. These records include employee names, address, contact details, date of birth, tax file number, qualifications, work history, leave records, required reasonable accommodations, entitlements, and next of kin and/or emergency contacts.</p> <p>These records are used to maintain employment history, payroll and other administrative functions relating to all permanent, temporary, contract and casual CCC staff members.</p> <p>Payroll and leave are managed for the CCC by Aurion as part of a service level agreement.</p>
<b>Financial management records</b>	<p>Financial management records account for CCC income and expenditure. The CCC collects personal information relating to financial management which includes name, address and type of service for vendors and service providers. Sensitive information may include financial information including debts.</p> <p>These records may contain personal information relating to creditors and debtors, including outsourced service providers, if they are identified personally.</p>
<b>Information Management System Records</b>	<p>The CCC's information management systems network routinely carries, enables the processing of, and stores, for varying periods, much of the core business and the supporting corporate service data of the CCC on behalf of its business areas.</p> <p>It encompasses both internal electronic transactions and external transactions, including telephone, email, internet and intranet activity.</p> <p>In addition to this material, there are some personal information records specifically tailored to the administration of information technology (IT) systems, namely IT system security identifiers and usage tracking records on staff users of the IT system.</p> <p>Audit logs may contain personal identifiers.</p>
<b>Complaints about the CCC</b>	<p>The CCC collects and holds personal information about people who make complaints to the CCC about our services, including</p>

	<p>their names, contact details, interactions with the CCC, expressions of dissatisfaction, investigation into the complaint and the outcome of the complaint.</p> <p>This information is used for the purpose of managing the complaint.</p>
<b>Recruitment and contractors</b>	<p>The CCC collects and holds personal information about people who apply to work at the CCC. This includes names, contact details, application documentation, identification information, assessments for suitability, referees and references.</p> <p>This information is used for recruitment and contracting purposes.</p>
<b>Security information</b>	<p>The CCC processes, stores and maintains information relating to the security practices of the CCC. Personal information is collected to enable security vetting for all employees and contractors, to conduct inter-agency probity assessments, for policy compliance, and to allow normal security processes to take place.</p>
<b>Information collected through CCC website</b>	<p>The CCC's public website <a href="http://www.ccc.qld.gov.au">www.ccc.qld.gov.au</a> is hosted in Australia and the CCC does not generally collect personal information about site visitors.</p> <p>The CCC's web measurement tools and Internet Service Providers record only anonymous information about site visitors for statistical purposes including:</p> <ul style="list-style-type: none"> <li>• server and IP address</li> <li>• the name of the top level domain (for example, .gov, .com, .edu, .au)</li> <li>• type of browser used</li> <li>• date and time the site was accessed</li> <li>• pages accessed and documents downloaded</li> <li>• the previous site visited.</li> </ul> <p>The CCC collects personal information through our website where it is provided by individuals who subscribe to our electronic mailing lists or use an online form (e.g. to make a complaint or notification of corrupt conduct).</p>
<b>Research</b>	<p>The CCC undertakes research projects from time to time which may involve conducting interviews and other research activities in which personal information of participants is collected.</p>
<b>Surveys</b>	<p>The CCC may invite individuals who access its services to complete voluntary surveys from time to time. These surveys</p>

	<p>may involve the collection of personal information such as name, contact details and opinions.</p> <p>If you agree to participate in our surveys, we may collect and hold your personal information by way of a contract service provider (which may include holding that information overseas). Under section 35 of the <i>Information Privacy Act 2009</i>, the CCC must take all reasonable steps to ensure contracted service providers are required to comply with the QPPs.</p>
<b>Event registration</b>	<p>The CCC collects personal information from individuals when they register to attend a CCC event. Personal information may include name, contact details and place of work.</p> <p>The information is used for the purpose of communicating with event attendees, organising the event and related administrative purposes.</p>
<b>Social media platforms</b>	<p>The CCC uses social media platforms to communicate with the public about its work and to raise awareness of its functions. Links to these social media platforms are available from our <a href="#">public website</a>.</p> <p>When individuals communicate with the CCC via these social media platforms, we collect any personal information you provide when you communicate with us. These platforms will each have their own privacy policies.</p> <p>View our Social media <a href="#">webpage</a> for more information.</p>
<b>Analytics, business improvement and reporting</b>	<p>The CCC may collect information using our various analytics tools and survey platforms, such as:</p> <ul style="list-style-type: none"> <li>• Google Analytics</li> <li>• Vision6.</li> </ul> <p>We collect this information to communicate with subscribers regarding the CCC's events, services, or content and to improve our services and content. It will not ordinarily be personal information, because it does not generally identify anyone or relate to a specific individual.</p> <p>To the extent that information collected by these tools is personal information, it will be de-identified and used for analytics, business improvement and reporting purposes.</p>
<b>Right to Information access and amendment applications</b>	<p>The CCC collects personal information from individuals who are making right to information access or amendment applications under the <i>Right to Information Act 2009</i>. This includes names, contact details and the personal information which is subject to the application.</p> <p>Personal information is collected in accordance with the CCC's obligations under the legislation and used to deal with the application and communicate with the applicant. Failure to</p>

	provide this information may mean the CCC is unable to respond to the application.
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### Access and/or correction of personal information

Access and correction rights are contained in the *Right to Information Act 2009*. Information about making an application to access personal information application under the RTI Act can be found in the CCC Right to Information and Privacy Policy and on the CCC's [website](#).

If an individual considers personal information held by the CCC about them is inaccurate, incomplete, out of date or misleading, they may make an application for amendment of personal information. The CCC will consider the application in accordance with the RTI Act. Applications or enquiries about amending personal information can be made in writing to [RTI@ccc.qld.gov.au](mailto:RTI@ccc.qld.gov.au). Information about amendment applications can also be found on the CCC's [website](#).

### Disclosure out of Australia

When you communicate with us via through a social media platform such as LinkedIn or YouTube, the social media provider and its partners may collect and hold your personal information overseas. We also use contracted service providers to conduct voluntary surveys from time to time, which may involve the collection and disclosure of participants' personal information overseas.

Where we disclose personal information overseas, this will usually occur with agreement, where we are authorised or required by law, or otherwise consistently with our obligations under the IP Act.

### Security of personal information

The CCC holds personal information securely and takes reasonable steps to protect it from misuse, interference, loss, unauthorised access, modification or disclosure.

The CCC complies with relevant Queensland government Information Standards and security protocols to protect personal information and ensure it can be accessed by authorised staff members only.

Where permitted by the Public Records Act 2023 (Qld), the CCC will destroy or deidentify unsolicited personal information or personal information no longer required for any of its functions in accordance with our obligations under the QPPs if it is lawful and reasonable to do so.

### Privacy complaints about the CCC

If an individual considers the CCC has failed to comply with the QPP requirements or requirements under Chapter 3A, part 2 or 3 of the IP Act, they may make a privacy complaint. In considering whether to make a privacy complaint, it is relevant to note the CCC may be exempt from complying with the QPPs. Further information about the exemptions is detailed above.

The CCC has 45 business days to resolve a privacy complaint. If this does not occur, the privacy complaint can be raised with the Office of the Information Commissioner.

To make a privacy complaint about the CCC, an individual must send their complaint to the CCC in writing and include:

- an address for response;
- details about the action or practice the subject of the complaint.



Privacy complaints must be made within 12 months of an individual becoming aware of the act or practice considered to constitute a breach of the IP Act. If making a complaint on behalf of someone else, the authority or other evidence should be included.

An individual can only make a privacy complaint on behalf of another person if they have authorisation to do so, the person is a minor or child and the individual is their parent or guardian, the person lacks capacity, and the individual is their guardian or has other legal authority to act for them.

Privacy enquiries or complaints may be made by email to [mailbox@ccc.qld.gov.au](mailto:mailbox@ccc.qld.gov.au), via the [Service Delivery Complaint form](#), or by mail to:

Privacy Officer  
Crime and Corruption Commission  
GPO Box 3123  
Brisbane QLD 400

Failure to comply with privacy obligations may also amount to improper conduct. To make a complaint about the alleged improper conduct of a CCC officer, please email the CCC's Chief Executive Officer at [CEO@ccc.qld.gov.au](mailto:CEO@ccc.qld.gov.au).

## Human Rights Act

The rights set out in the *Human Rights Act 2019* (Qld) include the right to privacy. In addition to meeting our obligations under the QPPs, the CCC will recognise, and act compatibly with, the right to privacy.

## Related documents

Right to Information policy and procedure  
Customer Service Complaints policy and procedure