

Information Privacy Policy

1. Purpose

Safe Food Production Queensland (Safe Food) is committed to protecting your privacy and handling personal information in a lawful, transparent and responsible way.

This policy explains how we collect, use, store and disclose personal information, and how you can access or correct your information or make a complaint.

Safe Food complies with the *Information Privacy Act 2009* (IP Act) and the Queensland Privacy Principles (QPPs).

In some cases, we may also have obligations under the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs), which operate in a similar way.

2. Scope

This policy applies to:

- All employees (permanent, temporary, full-time, part-time and casual), contractors, labour hire (agency) staff, students and volunteers working for Safe Food
- All personal information collected, held or controlled by Safe Food.

All staff and workers must manage personal information in line with this policy and related policies, procedures and guidelines.

3. Commencement

This policy is effective from 30/3/2026.

4. Policy Requirements

4.1 Why we collect personal and sensitive information

We collect personal information when it is reasonably necessary for, or directly related to, our regulatory functions and services under the Food Production (Safety) Act 2000 (Qld).

These functions include:

- Accrediting food production businesses
- Conducting audits and inspections
- Monitoring and enforcing compliance with food safety requirements
- Investigating complaints, incidents and potential breaches
- Administering regulatory programs and schemes
- Providing guidance and information about food safety.

We also collect personal information to manage our business operations, including recruitment, human resources, finance and administration.

4.2 How we collect personal and sensitive information

We may collect personal information in different ways, including:

- In writing (for example, forms, applications and emails)
- Verbally (and recording the information)
- Through inspections, audits and investigations
- Through audio or video recordings (such as CCTV where applicable)
- Through digital systems and online services.

We only collect personal information by lawful and fair means.

We usually collect personal information directly from you. However, we may collect it from someone else if:

- You consent
- It is unreasonable or impractical to collect it from you
- The collection is required or authorised by law

When we collect your information, or as soon as possible after, we will take reasonable steps to inform you about the collection, as required under the QPPs.

4.3 Sensitive information

Sensitive information is defined in the IP Act. We will only collect sensitive information with your consent, unless the collection is required or authorised by law, or otherwise allowed under the IP Act.

4.4 What personal information we collect and hold

The types of personal information we collect and hold may include:

- Contact and identification details
- Information provided in applications, forms and correspondence
- Regulatory information (such as accreditation, audit and compliance records)
- Complaint and investigation records
- Employment-related information for staff and applicants.

Further details are available in our Personal Information Register.

4.5 Use and disclosure of personal information

We use and, where necessary, disclose your personal information to carry out our functions and meet our legal obligations.

We usually only use or disclose personal information for the purpose it was collected, including:

- Administering food safety regulation and compliance activities
- Delivering our services and programs
- Managing business processes such as recruitment and human resources

We may also use or disclose personal information where permitted under the IP Act, including:

- With your consent
- Where required or authorised by law (for example, to law enforcement agencies or courts)
- Where necessary to lessen or prevent a serious risk to health or safety
- Where you would reasonably expect the use or disclosure for a related purpose (or, for sensitive information, a directly related purpose).

4.6 Access and correction of personal information

You can request access to, or correction of, your personal information.

You should first contact the Safe Food business area you have been dealing with. If we hold the information on behalf of another Queensland Government agency, we may refer your request to that agency.

If your request cannot be handled informally, you can apply under the *Right to Information Act 2009*. More information is available on our website.

4.7 Disclosure outside Australia

We will only disclose your personal information overseas:

- With your consent, or
- Where required or authorised by law or otherwise allowed under the IP Act.

We generally only disclose information overseas where necessary to perform our functions (for example, when dealing with individuals located overseas).

If you interact with us through social media, the platform providers may collect and store your information overseas.

4.8 Anonymity and pseudonyms

Where possible, you may choose to deal with us anonymously or use a pseudonym; however, this may not be possible where:

- We are required by law to identify you, or
- It is impractical to deal with you without your identity.

For example, you cannot remain anonymous when:

- Applying for accreditation or employment
- Requesting access to your personal information
- Making certain complaints.

Where identification is required, we will only collect the minimum information needed.

4.9 Security and retention

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

We follow Queensland Government information security requirements, including the Information Security Policy (IS18), and our internal policies to ensure information is secure and only accessed by authorised staff.

When we no longer need personal information, we will take reasonable steps to destroy or de-identify it, unless:

- It is part of a public record, or
- We must retain it under a law or legal order.

4.10 Data breaches

A data breach occurs when:

- Personal information is accessed or disclosed without authorisation, or
- Personal information is lost in circumstances where unauthorised access or disclosure is likely.

If a data breach is likely to result in serious harm, it is an eligible data breach. In most cases, we must notify affected individuals and the relevant privacy regulator.

We manage data breaches in line with our Data Breach Policy.

4.11 Privacy complaints

If you believe we have not handled your personal information properly, you can make a complaint. You can make a complaint for another person if you are authorised to act for them.

To make a complaint, you must write to us by email to info@safefood.qld.gov.au and include:

- Your contact details
- Details of your complaint

You should submit your complaint within 12 months of becoming aware of the issue. We will respond within 45 business days and if we need more time, we will contact you.

If you do not receive a response, or are not satisfied with our response, you may refer your complaint to the Office of the Information Commissioner Queensland.

Internal complaints should be sent by email to the Director, Corporate Services.

5. Definitions

Word	Definition
Personal information	Personal information means information or an opinion about an identified individual or an individual who is reasonably identifiable from the information or opinion—(a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not. (Section 12, IP Act)
Sensitive information	Sensitive information for an individual, means: (c) information or an opinion about an individual's: (i) racial or ethnic origin; or (ii) political opinions; or (iii) membership of a political association; or (iv) religious beliefs or affiliations; or (v) philosophical beliefs; or (vi) membership of a professional or trade association; or (vii) membership of a trade union; or (viii) sexual orientation or practices; or (ix) criminal record; (d) health information about an individual; or (e) genetic information about an individual that is not otherwise health information; or (f) biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or (g) biometric templates. (Schedule 5 (Dictionary), IP Act)

6. Further Information

- [Information Privacy Act 2009](#)
- [Queensland Government Information and Cyber Security Policy \(IS18\)](#)

7. Document History

This document will be reviewed every three years from the date of commencement.

Version	Date	Approved by	Reason	Review date
1	19/6/2026	Chief Executive Officer	First version	
2	30/3/2026	Chief Executive Officer	Second version	30/3/2029