
Queensland Privacy Principles Policy

Safe Food Queensland

Version 1.0

Publish Date
June 2025





Document Version

Version	Date Modified	Modified by	Date Approved	Approved by	Details
1.0	06/2025	CIO Keith Gemmell	19 June 2025	CEO Jim Dodds	First Version

Approved by:

Safe Food Chief Executive Officer



Contents

1. Purpose3

2. Scope3

3. Collection of personal information.....3

4. Use and disclosure of personal information7

5. Access and correction of personal information8

6. Disclosure out of Australia8

7. Dealing with SFPQ anonymously or using a pseudonym8

8. Security of personal information8

9. Privacy complaints about SFPQ8

9.1 Contact address for privacy complaints.....9

9.2 Timeframe for handling a privacy complaint.....9

10. Definitions9

11. Related policy documents and supporting documents10



1. Purpose

The *Information Privacy Act 2009* (Qld) (**IP Act**) and its Queensland Privacy Principles (**QPPs**) set the rules for how Queensland government agencies – including the Safe Food Production Queensland (**SFPQ**) – handle [personal information](#). These rules include a requirement, under QPP 1, that every agency have a QPP privacy policy.

Our QPP privacy policy explains how we manage personal information, including:

- (a) the kinds of personal information we collect and hold, how we collect and hold that personal information, and the purposes for which we collect, hold, use and disclose personal information.
- (b) how you may complain about our handling of your personal information, and how we will deal with the complaint.

2. Scope

This policy applies to all SFPQ's, staff and contractors, and to the personal information we collect, store, manage, use and disclose in discharging most of our statutory functions.

These functions are set out in the Food Production (Safety) Act 2000 (Qld) (**The Act**).

3. Collection of personal information

The definition of 'personal information' is set out in the 'Definitions' on page 10.

SFPQ collects personal information from the public in the exercise of its statutory functions. We may collect this personal information in writing or by recording information provided verbally.

We collect personal information directly from individuals who access our services and indirectly from third parties as part of carrying out our functions. These functions include:

- (a) Dealing with application for grant or renewal of accreditations under the Act.
- (b) Dealing with food safety complaints made under the Act.
- (c) Dealing with food safety notifications made under the Food Production (Safety) Regulation (Qld) 2014 (**The Regulations**).
- (d) Conducting its regulatory functions, for example consulting with industry and businesses in making, monitoring or amending food safety schemes.
- (e) Conducting audits, assessments or monitoring of accredited businesses compliance with the Act.
- (f) Investigating serious food safety offences.
- (g) Responding to enquiries from the public and agencies.

We also collect personal information to carry out our business functions, e.g. human resources management and recruitment processes.



The kind of personal information we collect from individuals directly includes:

- names, contact details, details of individuals' relation within an accredited business (i.e. owner, manager).
- details about complaints regarding food safety matters.
- investigation of serious food safety offences.

This information may be collected, for example, when a business/person:

- (a) applies for accreditation, renewal of accreditation or surrender of an accreditation.
- (b) compliance with the Act is audited, assessed or monitored.
- (c) makes a food safety complaint.
- (d) name and residential address collected as part of an investigation of a serious food safety complaint.
- (e) contacts our enquiries service to request information; or
- (f) notifies SFPQ about a failure to comply with a food safety requirement.

SFPQ may also collect personal information such as individuals' names and contact details to organise industry engagement activities.

The objectives of this policy are to:

- ensure Safe Food can continue and/or rapidly recover its business operations in the event of a detrimental information software incident.
- ensures that assets are maintained and comply with the Agencies Information Security Policy.

3.1 Sensitive information

SFPQ does not routinely collect sensitive information from the public, however SFPQ may collect sensitive information as evidence (Evidence Act 1977 (Qld)) in the investigation of a serious food safety incident. The definition of 'sensitive information' is set out in the 'Definitions' on page 10.

The kinds of personal information (including sensitive information) we collect, and hold are set out in the table below.

SFPQ Function	Kind of personal information, how and why we collect that personal information
Notifications made under regulation	<p>SFPQ collects and holds personal information about an accreditation holder who notifies SFPQ of a failure to comply with relevant requirements applying to the production of the primary produce. This information may include names, contact details.</p> <p>Food Production (Safety) Regulation 2014 (QLD) S36</p>



SFPQ Function	Kind of personal information, how and why we collect that personal information
Regulatory Audits, Assessments and compliance monitoring	<p>SFPQ collects and holds personal information when conducting compliance activities</p> <ul style="list-style-type: none"> through regulatory audits or assessments of food safety management plans or food safety programs through alternat compliance programs such as monitoring food safety outcomes through data exchange programs. <p>This information may include names, contact details</p>
Food Safety Complaints	<p>SFPQ collects and holds personal information about people who make complaints to SFPQ about food safety in primary production and processing businesses, including their names, contact details and nature of the complaint.</p>
Information and Assistance	<p>SFPQ collects and holds personal information about people who contact the SFPQ Enquiries Service by phone, post, or email. This information may include names, contact details, and the enquirer's circumstances which led to or are relevant to their enquiry.</p>
Newsletter	<p>SFPQ collects and holds personal information (name and contact information) for people that subscribe to its newsletter service.</p>
Human Resources	<p>SFPQ collects and holds personal information about SFPQ's staff and relevant to their employment at SFPQ, including their contact details, date of birth, tax file number, qualifications, work history, required reasonable accommodations, entitlements, and next of kin and/or emergency contacts.</p> <p>Payroll and leave are managed for SFPQ under a service level agreement.</p>
Complaints about SFPQ	<p>SFPQ collects and holds personal information about people who make complaints to SFPQ about our services, including their names, contact details, interactions with SFPQ, expressions of dissatisfaction, investigation into the complaint and the outcome of the complaint.</p>
Recruitment and Contractors	<p>SFPQ collects and holds personal information about people who apply to work at SFPQ. This includes names, contact details, application documentation, identification information, assessments for suitability, referees and references.</p>



SFPQ Function	Kind of personal information, how and why we collect that personal information
Information collected through SFPQ's website	<p>SFPQ's public website www.SafeFood.qld.gov.au is hosted in Australia and SFPQ does not generally collect personal information about site visitors. SFPQ'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"> • server and IP address • the name of the top-level domain (for example, .gov, .com, .edu, .au) • type of browser used • date and time the site was accessed • pages accessed and documents downloaded • the previous site visited. <p>SFPQ collects and holds personal information through our website where it is provided by individuals who apply for accreditation or through our enquiries form.</p>
SFPQ's client portal	<p>SFPQ's client portal newhub.safeFood.qld.gov.au is hosted in Australia and collects and holds personal information about clients that login to the system, including</p> <ul style="list-style-type: none"> • Username of login • Date and time of access • Browser type
Training	<p>SFPQ collects and holds information, including personal information such as contact information when registering businesses for food safety awareness training. SFPQ uses Clui for food safety awareness training. Clui's privacy policy can be viewed here.</p>
Event registration	<p>SFPQ collects and holds information, including personal information such as contact information, when registering businesses attending our industry engagement events.</p>
Social media platforms	<p>SFPQ uses YouTube and LinkedIn to communicate with the public about its work and to raise awareness of the Act. When individuals communicate with SFPQ via these social media platforms, we collect any personal information you provide when you communicate with us.</p> <p>YouTube and LinkedIn each have their own privacy policies.</p>



SFPQ Function	Kind of personal information, how and why we collect that personal information
Google Analytics	<p>SFPQ uses Google Analytics to gather statistics about how its website is accessed. Google Analytics uses cookies to gather information for the purpose of providing statistical reporting on website usage.</p> <p>The information generated by a cookie is transmitted to and stored by Google on servers located outside Australia. No personally identifying information is recorded or provided to Google.</p> <p>Information gathered using the Google Analytics includes:</p> <ul style="list-style-type: none">• the number of visitors to SFPQ's website• how visitors arrive at SFPQ's website, for example, did they type the address in directly, follow a link from another webpage, or arrive via a search engine• the number of times each page is viewed and for how long• time and date of visit• geographical location of the visitor• information about what browser was used to view the SFPQ's website and the operating system of the computer• information about whether the browser supports Java and Flash; and• the speed of the user's internet connection. <p>View Google's privacy policy.</p>

4. Use and disclosure of personal information

SFPQ uses and discloses personal information for the purpose for which the personal information was collected, including:

- (i) exercising our powers or performing our statutory functions and duties, such as dealing with Accreditations, notifications and complaints or responding to enquiries
- (ii) managing associated business processes, such as recruitment and human resources administration.

We may also use or disclose personal information for secondary or alternative purposes as permitted under the IP Act. This may include where we are authorised or required under Australian law (including to meet our procedural fairness obligations), with your consent, or where you would reasonably expect us to use or disclose for a related – or in the case of sensitive information, directly related – secondary purpose.

This may include disclosure to a court or tribunal or other government body, for example where a decision by SFPQ is referred to the Queensland Civil and Administrative Tribunal or in matters of serious food safety incidents that may be referred to the Queensland Police



Service (QPS) or courts and disclosure to the State Penalties Enforcement Registry for recovery of outstanding debts.

5. Access and correction of personal information

Access and correction rights are contained in the RTI Act.

6. Disclosure out of Australia

We would generally not disclose personal information overseas.

However, 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.

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.

7. Dealing with SFPQ anonymously or using a pseudonym

People can deal with the SFPQ's Enquiries Service or use the enquiry forms on our website anonymously or by using a pseudonym.

Complaints about SFPQ can be made anonymously or by using a pseudonym but, depending on nature of the complaint, we may not be able to action a complaint and/or provide a response without a person's identity (e.g. where a complaint relates to a particular business file).

Anonymous or pseudonymous interaction is not possible for other SFPQ functions, such as applying for an accreditation or lodging a privacy complaint. We are required to collect information such as your name, contact details and details of your matter so we can deal with you and your matter effectively and in accordance with our statutory duties.

8. Security of personal information

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

9. Privacy complaints about SFPQ

If you believe that SFPQ has not handled your personal information in accordance with the IP Act, you can make a privacy complaint. You can only make a privacy complaint on behalf of another person if they have authorised you to do so, they are a minor/child and you are their parent or guardian, they lack capacity and you are their guardian or have other legal authority to act for them.



To make a privacy complaint about SFPQ, you must send your complaint to the SFPQ in writing and include:

- an address for us to respond to you (e.g. an email address).
- details about the matter or issues you are complaining about (e.g. what did SFPQ do or not do with your personal information that you believe breached the QPPs and the IP Act).

9.1 Contact address for privacy complaints

Email: info@safefood.qld.gov.au

Post: Safe Food Production Qld
PO Box 221
Greenslopes Qld 4120

9.2 Timeframe for handling a privacy complaint

SFPQ has 45 business days to resolve the privacy complaint to your satisfaction.

If this does not occur, you can escalate your complaint following [this procedure](#). Your complaint will be managed as an external review of our decision by the Office of the Information Commissioner.

10. Definitions

For the purposes of this policy and related policy documents, the following definitions apply:

Term	Definition
Personal information	<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">(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. <p>(Section 12 of the IP Act)</p>
Sensitive information	<p>Sensitive information for an individual, means the following:</p> <ul style="list-style-type: none">(c) information or an opinion about an individual's:<ul style="list-style-type: none">(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



	<p>(vii) membership of a trade union; or</p> <p>(viii) sexual orientation or practices; or</p> <p>(ix) criminal record;</p> <p>(d) health information about an individual; or</p> <p>(e) genetic information about an individual that is not otherwise health information; or</p> <p>(f) biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or</p> <p>(g) biometric templates.</p> <p>(Schedule 5 (Dictionary) of the IP Act)</p>
--	--

11. Related policy documents and supporting documents

Legislation	<ul style="list-style-type: none">• <i>Information Privacy Act 2009</i> (Qld) QPP 1• <i>Food Production(Safety) Act 2000</i>
--------------------	---