



Gladstone Ports Corporation  
*Growth, Prosperity, Community.*

## GPC Policy - Information Privacy

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## About this policy

Gladstone Ports Corporation Limited ("**GPC**" or "**we**", "**us**" or "**our**") is committed to protecting the privacy of any personal information we hold about individuals.

We are bound by the National Privacy Principles and the *Privacy Act 1988* (Cth) (the "**Act**") and will meet its requirements in our dealings with you. GPC has implemented measures to comply with its obligations under the Act.

As we are a Queensland Government owned corporation, the information privacy principles in the *Information Privacy Act 2009* (Qld) do not apply to us. However, certain obligations in the *Information Privacy Act 2009* (Qld) to grant access to personal information we hold, do apply to us.

This Privacy Policy sets out, in general terms, how we manage personal information, including, generally, the kinds of personal information we may collect, the purposes for which we may collect it and how we hold, use and disclose personal information. When we collect personal information, we provide more detail as required by the National Privacy Principles.

## Why does GPC collect my personal information?

GPC collects your personal information to allow us to perform our business functions. This may include:

- providing you with any product or service provided by GPC, including executing instructions and complying with our legislative and regulatory obligations relating to the product or service;
- meeting our ongoing obligations to you in providing you with the product or service;
- meeting our external obligations, such as with regard to third party systems and relationships, in order to provide you with the product or service;
- meeting our obligations and performing our functions under applicable laws, such as the *Transport Infrastructure Act 1994* (Qld), the *Government Owned Corporations Act 1993* (Qld) and the *Corporations Act 2001* (Cth) and other legislation;
- protecting against fraud; and
- contacting you with information about products or services that you might be interested in.

## What personal information does GPC collect?

The types of personal information GPC collects will depend on the nature of your dealings with GPC and may (but does not always) include:

- your name;

- gender;
- date of birth;
- address;
- personal and/or work contact details (e.g. phone numbers and email addresses);
- banking/payment details (e.g. account numbers, credit card numbers).

If necessary, GPC may also ask you to provide it with additional personal information from time to time.

### **How does GPC collect your personal information?**

GPC generally collects personal information directly from you. That collection generally occurs when you:

- request information from, or have dealings directly with GPC; or
- access or request information from GPC's website.

In some circumstances however, GPC may also collect your personal information from third parties, but where we do so, we seek to ensure that we act in accordance with relevant privacy laws.

### **How does GPC use your personal information?**

GPC uses your personal information for purposes including (but not limited to):

- *providing you with the GPC products or services you request;*
- *promoting and marketing GPC's current and future products and services to you;*
- *informing you of upcoming events, special promotions and offers and other matters which GPC considers may be of interest to you; and*
- *to improve the operation or navigation of GPC's website.*

GPC may also use your personal information for other purposes not listed above which will be made clear to you at the time GPC collects that information, or for such purposes as may be required or permitted by law.

### **Will GPC give your personal information to anyone else?**

As part of providing you the information, products or services you request, GPC may disclose your personal information to:

- *GPC's related companies; and*
- *GPC's consultants, contractors and service providers performing services including (but not limited to) legal and accounting services, credit reporting, transport, and printing services.*

Other than those third parties referred to above, GPC will not disclose your personal information to any other third party unless it has reasonable grounds to believe:

- *you have authorised GPC to do so;*

- *your safety, or the safety of others in the community, is at risk; or*
- *GPC is required or permitted by law to do so.*

If GPC provides your personal information to a third party, GPC generally requires the third party to protect your personal information in the same way GPC does.

### **Is your personal information secure?**

GPC takes reasonable steps to ensure personal information it holds about you is protected from risks such as loss, unauthorised access, use, destruction, modification or disclosure. Such steps include: written confidentiality and security policies that apply to all our employees;

- *security measures for access to our systems and premises and for document and file storage;*
- *reasonably limiting internal access to clients' personal information to staff who require it to fulfil our obligations to clients and related matters; and*
- *firewall and data encryption measures protecting our websites.*

No data transmission over the internet is totally secure. As a result, any personal information you send to GPC over the Internet (including via email) is sent at your own risk.

### **Your rights of access and correction**

The accuracy of your personal information is important. GPC takes reasonable steps to ensure personal information it holds about you is accurate, complete, up-to-date, relevant and not misleading. If you believe that any personal information GPC holds about you is incorrect, please contact the Privacy Officer, on the details set out below.

You have rights to access the personal information GPC holds about you pursuant to both the *Privacy Act 1998* (Cth) and the *Information Privacy Act 2009* (Qld). You may contact the Privacy Officer to request details of your personal information as follows:

- a. Privacy Officer  
Gladstone Ports Corporation Limited  
PO Box 259  
Gladstone Qld 4680
- b. Alternatively [email the Privacy Officer](#)

Applications must be made using the approved form (see section 44 of the Information Privacy Act. The link to the current approved form is as follows: - <https://www.smartservice.qld.gov.au/services/information-requests/home.action>.

GPC can deny your request in some circumstances and if it does so, will provide you with written reasons for that denial.

While there is no fee for requesting access to the personal information GPC holds about you, GPC reserves the right to charge a reasonable fee for the preparation and provision of that information to you.

You also have rights to request the correction of personal information which GPC holds about you under both the *Privacy Act 1998* (Cth) and the *Information Privacy Act 2009* (Qld). You may do so at any time by contacting the Privacy Officer on the details set out above. GPC does however reserve the right to refuse to correct your information in some circumstances. If GPC refuses to correct any personal information about you, and subsequent agreement cannot be reached between the parties on this issue, you may request that a note or statement regarding the correction requested be attached to your personal information.

### **Changes to this privacy policy**

GPC reserves the right to change this Privacy Policy from time to time. If GPC changes this Privacy Policy, it will post a copy of the updated policy on its website and your continued use of the website following that posting will constitute your acceptance of the terms of the updated policy.

### **How do I obtain more information or lodge a privacy complaint?**

If you:

- *require further information regarding this Privacy Policy or any other steps GPC has taken to protect your personal information or privacy; or*
- *have any concerns or a complaint regarding GPC's privacy practices or its management of your personal information*

please inform the Privacy Officer as follows:

- a. Privacy Officer  
Gladstone Ports Corporation Limited  
PO Box 259  
Gladstone Qld 4680
- b. Alternatively [email the Privacy Officer](#)

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