

Information Privacy Policy

1. Introduction

The **Valuers Registration Board of Queensland (the Board)** is committed to protecting the privacy of individuals by managing personal information in accordance with the *Information Privacy Act 2009 (Qld)* and the Queensland Privacy Principles (QPPs).

2. Objective/Purpose

This policy explains how we collect, hold, use, and disclose personal information.

3. The Kinds of Personal Information We Collect and Hold

We may collect and hold the following types of personal information:

- Name
- Contact details (e.g., address, telephone number, email)
- Date of birth
- Identification documents
- Employment information
- Details regarding the renewal of registration
- References to support applications for registration
- Continuing Professional Development compliance details
- Records of communications and interactions with the agency
- Complaint information
- Other information relevant to our functions, services, or regulatory responsibilities

We will only collect information that is necessary for our functions and activities.

4. How We Collect and Hold Personal Information

Collection methods:

We collect personal information:

- Directly from individuals (e.g., forms, correspondence, meetings, telephone calls)
- From publicly available sources
- From third parties (e.g., the community, other government agencies, contractors, authorised representatives)
- Through our website and online services

Storage and security:

Personal information is held securely in physical and electronic records. We take reasonable steps to:

- Protect personal information from loss, misuse, unauthorised access, alteration, or disclosure
- Securely destroy or de-identify personal information when no longer required

5. Purposes for Collecting, Holding, Using and Disclosing Personal Information

We collect, hold, use and disclose personal information for purposes including:

- Delivering our functions, programs, and services
- Responding to enquiries and complaints
- Maintaining records and administering internal processes
- Meeting legal and regulatory obligations
- Communicating with stakeholders
- Evaluating and improving our services

We will not use or disclose personal information for other purposes without consent, unless authorised or required by law.

6. Accessing and Correcting Personal Information

Individuals may request access to their personal information held by the Board and request correction if the information is inaccurate, incomplete, out of date, or misleading.

How to make a request:

Requests for access or correction should be made in writing to the Secretary (refer section 10 of this policy for Contact Details).

We will respond to access or correction requests within a reasonable time. If we refuse access or correction, we will provide written reasons and information about review options.

7. Complaints About Breaches of the QPPs

If you believe that we have breached the Queensland Privacy Principles or any binding privacy code, you may make a complaint.

How to lodge a complaint:

Complaints should be made in writing to our Secretary (refer section 10 of this policy for Contact Details).

Handling of complaints:

- We will acknowledge your complaint within 5 business days.
- We will investigate the complaint and respond within 30 business days, where practicable.
- If you are dissatisfied with our response, you may refer the complaint to the Office of the Information Commissioner Queensland.

8. Overseas Disclosure of Personal Information

Overseas disclosure:

We may disclose personal information to recipients located outside Australia in limited circumstances, including:

- Obligations under the [Trans-Tasman Mutual Recognition \(Queensland\) Act 2003](#) and the [Mutual Recognition \(Queensland\) Act 1992](#)
- Cloud service providers
- Software or data hosting providers

We will take reasonable steps to ensure that any overseas recipient will handle personal information in a manner consistent with the QPPs.

9. Availability of This Policy

This Privacy Policy is available:

- Free of charge
- On our website: <https://vrpq.qld.gov.au/resources/>
- In hard copy on request

If you require this policy in an alternative format (e.g., large print, accessible format), please contact us.

10. Contact Details

Secretary

Valuers Registration Board of Queensland
Level 15/100 Edward St, Brisbane QLD 4000
PO Box 15877 CITY EASY QLD 4002
07 3221 3892
admin@vrpq.qld.gov.au
www.vrbq.qld.gov.au

11. Relevant Legislation

[Valuers Registration Act 1992](#)
[Information Privacy Act 2009](#)
[Right to Information Act 2009](#)
[Information Privacy and Other Legislation Amendment Act 2023](#)
[Trans-Tasman Mutual Recognition \(Queensland\) Act 2003](#)
[Mutual Recognition \(Queensland\) Act 1992](#)
[Public Interest Disclosure Act 2010](#)
[Public Records Act 2023](#)
[Public Sector Ethics Act 1994](#)

12. Related Policies and Procedures

[Code of Conduct for Queensland Public Service](#)
[Mandatory Data Breach Policy](#)

13. Version Control

Version	Amendments	Approved	Date
Version 1		Board meeting	08 July 2025
2.			

[Amend the 'Version Control' section as required to record the history of the development and amendment of the Procedure. Regularly review the Procedure and update as required.]