



How to contact us

If you have any questions or concerns in relation to privacy please contact us:

Call 1300 79 49 29

Write PO Box 1943, Hervey Bay QLD 4655

Email enquiries@frasercoast.qld.gov.au

Web www.frasercoast.qld.gov.au

Visit one of our Customer Service Centres:

Hervey Bay

77 Tavistock Street

Torquay

Open 8.15am - 4.45pm

Maryborough

431-433 Kent St

Maryborough

Open 8.15am - 4.45pm

Tiaro

Tiaro Library

Forgan Terrace

Tiaro

Open 8.30am - 4.30pm (closed 1pm - 1.30pm)



privacy statement

Protecting your privacy

Fraser Coast Regional Council is committed to providing you with the highest level of customer service including protecting your privacy.

Privacy is about protecting the personal information of individuals who interact with Council.

Under the Information Privacy Act 2009, personal information held by Local Government must be responsibly and transparently collected and managed.



About Us

Fraser Coast Regional Council is the local government authority for the Fraser Coast Region. The region covers an area of 7,125 square metres - from the Gunalda Range to the south, past Howard on the Bruce Highway to the north, east to Fraser Island and west to near Biggenden and has population of more than 92,000 residents.

Your personal information

Personal information is defined as any information that would allow a person to be identified and may include your name and address, signature, date of birth, current and previous addresses, contact phone numbers, email address, bank account or credit card information and physical characteristics such as height and birthmarks.

The information does not have to clearly identify a person. It need only provide sufficient information to lead to the identification of a person. It covers information held in paper or electronic records, including images and sounds.

If you choose not to provide certain information, we may not be able to provide you with the services you require.

How we collect personal information

We collect personal information in a number of ways:

- Directly from you in either verbal, written or electronic form;
- When you visit our websites;
- From other Government agencies;
- From publicly available sources of information;
- From third parties such as Wide Bay Water Corporation and credit reporting companies.

What personal information do we hold

We hold a range of information including personal information relevant to conducting business with council such as your name, address, property details, correspondence, building records and security footage.

How we use your personal information

Any personal information you choose to provide will only be used for the purpose for which it was provided and will not be disclosed to other persons or organisations without your prior agreement or if required by law.

Help us to ensure we hold accurate information

We take all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date.

However, the accuracy of that information depends to a large extent on the information you provide. That's why we recommend you keep us up-to-date with changes to your personal information.

You can access your personal information

You are able to access information held by Council about you under the Information Privacy Act by filling in the appropriate form and returning it to Council along with an application fee (unless the document you wish to access only contains your own personal information, in which case the fee is waived).

Further details and application forms are available on our website at www.frasercoast.qld.gov.au, click on *Right to Information* under the *About Council* tab, or call customer service on 1300 79 49 29.