

SCREEN QUEENSLAND PTY LTD PRIVACY POLICY

Screen Queensland is committed to respecting your right to privacy and protecting your personal information. Screen Queensland is bound by the *Privacy Act 1988* (Cth) (the Act) and the Australian Privacy Principles contained within the Act.

We will ensure that all officers, employees and subcontractors are aware of and understand Screen Queensland's obligations as well as their own obligations under the Act. We will achieve this through the provision of training and through maintaining and implementing internal policies and procedures to prevent personal information from being collected, used, disclosed, retained, accessed or disposed of improperly.

PURPOSE

The purpose of this privacy policy is to outline the types of personal information collected by us, the circumstances under which personal information is collected and how we handle, use and disclose that personal information. It provides general information about how Screen Queensland manages your personal information.

Screen Queensland collects personal information from you in order to identify you, to perform its functions and provide benefits to you under Screen Queensland programs. We do not collect personal information unless it is reasonably necessary for, or directly related to, one or more of the services we provide or functions we carry out.

COMMITMENT

The protection of your privacy and confidentiality of your personal information is important to us.

If you choose not to provide us with the information that we have requested, in some cases, we may be unable to process your application or provide the service you have requested. Where this arises, we will endeavour to advise you why.

If at any time you have any concerns about your privacy, please email us at legal@screenqld.com.au. Screen Queensland will appropriately support and assist with your concerns, where possible.

QUESTIONS, COMMENTS AND COMPLAINTS

If you have any questions or comments regarding your privacy in relation to Screen Queensland, please email us at legal@screenqld.com.au

If you believe that we have not fulfilled our obligations under the Act or you do not agree with a decision made by Screen Queensland in relation to the access or update of your personal information, you can make a complaint by writing to us at:

Head of Legal and Company Secretary
Level 2, 130 Commercial Road, Teneriffe 4005
email: legal@screenqld.com.au

Once we have received your complaint, we will investigate and endeavour to respond to you within 15 working days. If you are unhappy with the response from Screen Queensland, you can direct your complaint to the Federal Privacy Commissioner at:

Office of the Australian Information Commissioner (OAIC)
GPO Box 5218
Sydney NSW 1042
Phone: 1300 363 992
TTY: 1800 620 241
email: privacy@privacy.gov.au

CHANGES TO THIS PRIVACY STATEMENT

This privacy statement was last updated on 20 April 2022. Screen Queensland continuously reviews its privacy statement and procedures to keep up to date with relevant legislative and operating requirements. As a result, we may update and change this privacy statement from time-to-time and the updated version will be published on our website. If you have a concern or query about this process and how it may affect you, please contact us at legal@screenqld.com.au.

YOUR CONSENT

From time-to-time we may require your consent to collect, handle, use, and disclose your personal information for the purpose of one or more of the services we provide or functions we carry out. Your consent can be express or implied.

Express consent can be verbal or written. For example, when you apply for a grant, after signing the application, you are giving express consent to share your information with third parties that may be involved in providing you with the grant benefits.

Your consent may be implied when Screen Queensland can reasonably conclude by some action you take, or if you decide to take no action, for example when you call us and continue to speak to us after hearing that a call may be recorded.

KEEPING YOUR INFORMATION SAFE

Screen Queensland has systems and processes that prescribe how we handle and store information, and to ensure that information is only accessed by people that have the authority and need to do so. Both physical (such as locks and security systems) and electronic (such as firewalls and access controls for computer systems) security mechanisms are in place and undergo routine review and testing.

Screen Queensland will destroy personal information if it is no longer needed for the purposes for which we collected it, or for the purposes of meeting legal and regulatory requirements. Screen Queensland will properly dispose of all paper files, correspondence and any other hardcopy documents. Electronic records will be appropriately deleted from systems.

TYPES OF PERSONAL INFORMATION THAT WE COLLECT

We will only collect information from you that is reasonably necessary to undertake our business activities and functions. The types of information that we collect will depend on the programs you have applied for. Additionally, the types of information that we collect will depend on the means which you chose to communicate with us, such as e-mail, online, telephone or in person.

The types of personal information we may ask for include, but are not limited to, the following:

- your name, address, and date of birth, nationality; and
- your contact details.

There may be limited circumstances in which it is necessary for Screen Queensland to collect a government related identifier such as a tax file number, ABN or ACN. We will not use or disclose your government related identifiers unless we are required or authorised to do so by law or by a court or tribunal order, or in order to fulfill our obligations to a State or Territory authority.

TYPES OF SENSITIVE INFORMATION THAT WE COLLECT

Sensitive information, as defined by law, includes any information about a person's racial or ethnic origin, political opinion, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal record or health information.

We will only collect sensitive information in circumstances where:

- It is reasonably necessary for one or more of the services we provide or functions we carry out; and
- You consent to the collection of the information; or
- We are required or authorised by law to collect the sensitive information.

We will always explain the purpose for collecting sensitive information. For example, we may request racial or ethnic origin of applicants to report on the diversity of practitioners receiving Screen Queensland funding.

THIRD-PARTY SUPPLIERS

Screen Queensland also use third party providers. Whilst we will only deal with reputable service providers, we recommend that you read the privacy statement of the third-party site if you are redirected.

Unsolicited Personal Information

Unsolicited personal information includes personal information that Screen Queensland has not requested or taken any active steps to receive.

Where we receive unsolicited personal information, we will determine whether we could have received the personal information under the Australian Privacy Principles. If we determine we could not have reasonably collected the personal information, we will as soon as practicable either destroy or de-identify the personal information, if lawful and reasonable to do so.

HOW WE COLLECT YOUR INFORMATION

In most cases, we will only collect information from you directly, including written applications, face-to-face transactions or when you contact us via telephone or an electronic means such as the Internet or email.

If you wish to deal with us anonymously or by a pseudonym you must advise us and Screen Queensland will assess whether both lawfully and practically we can comply with the request.

We may collect personal information from other parties when required when you provide personal information to one of our business partners to provide you with benefits under a Screen Queensland program or initiative.

WHEN YOU PROVIDE US WITH PERSONAL INFORMATION OF A THIRD PARTY

When you provide us with the personal information of a third party (such as cast, crew, co-financier's name and addresses) you warrant that you have notified that third party that you will be providing the personal information to Screen Queensland, and the purpose for which it is provided.

When you provide us with the personal information of a third party we will only use, handle or disclose that personal information for the purposes for which it was provided.

USING YOUR INFORMATION TO PROVIDE YOU WITH BENEFITS UNDER SCREEN QUEENSLAND PROGRAMS AND INITIATIVES

We use the personal information we collect to administer Screen Queensland programs and initiatives. In order to do this, we may need to disclose some of your personal information to other people or organisations. This may include, but is not limited to contractors, agents, our business partners and organisations that we have an alliance or arrangement with.

Further, we may share your personal information with our shareholder, the Department of Premier and Cabinet.

We may also use personal information for other purposes where you would reasonably expect us to and the purpose is related to the purpose of collection, or where otherwise permitted by law.

USING YOUR INFORMATION TO MARKET PRODUCTS AND SERVICES TO YOU

Screen Queensland may use your personal information that we have collected to identify an additional program or opportunity that may be of benefit to you and may contact you to let you know about that program or opportunity. Screen Queensland may also disclose your personal information to our business partners or related entities to enable them to tell you about a relevant Screen Queensland program, opportunity or benefit.

If you do not wish to receive marketing contacts, you can opt out at any time.

DISCLOSURE OF YOUR INFORMATION TO THIRD PARTIES

Personal information that we collect from you may be disclosed to:

- any entity to which we are required, or authorised by or under law, to disclose such information (for instance, law enforcement agencies and investigative agencies, courts, various other government bodies);
- other third parties that you have consented to;
- our contractors, agents or business partners for purposes directly related to the purpose for which the personal information is collected;
- our professional advisors and other contractors (for example IT consultants); or
- external providers of services where you have engaged us to act as your agent.

DISCLOSURE OF YOUR INFORMATION TO THIRD PARTIES OVERSEAS

In some circumstances, Screen Queensland may use service providers based in other countries which may involve the disclosure of personal information to an overseas recipient.

Where we disclose your personal information to an overseas recipient, we will take reasonable steps to ensure that the overseas recipient does not breach the Australian Privacy Principles in relation to the information.

Your personal information may be disclosed overseas including where we communicate with you by e-mail and where required for the maintenance and sustainment of our systems and databases.

We may store your information in cloud or other types of networked or electronic storage. As electronic or networked storage can be accessed from various countries via an internet connection, it's not always practicable to know in which country your information may be held. If your information is stored in this way, disclosures may occur in countries other than those listed.

ACCESSING YOUR PERSONAL INFORMATION

If you request it, we will provide you a summary of any personal information held about you in accordance with our obligations under the *Privacy Act 1988* (Cth). If you request detailed information, while we cannot and do not charge an "application fee" for you applying to access your personal information, Screen Queensland may charge a fee for giving you access to your personal information in your preferred format (where reasonable and possible), which will cover our costs involved in locating and collating information as well as reproduction costs.

You will need to verify your identity before access to your personal information is granted.

Any requests for information will be processed within a reasonable timeframe (usually within 15 business days). If the retrieval of information involves accessing archived information and will take longer than normal, we will endeavour to provide you with an estimated timeframe.

Under some circumstances, we may refuse you access to personal information where denying access is required or authorised by law, for example if access would pose a threat to life or the health of anyone, where the request for access is regarded as frivolous or vexatious, or where information relates to anticipated or legal proceedings. If you are denied access to your information, we will explain why.

HOW WE KEEP YOUR INFORMATION UP TO DATE

We will take reasonable steps to ensure that your personal information is accurate and up to date and we will correct this as soon as we know otherwise. You have the right to ask us to correct your information. If you learn that your information needs to be updated, you should contact us as soon as possible and we will process your request. If we refuse to correct your information, we will explain why in writing, and advise you of the mechanisms available to you to complain. You also have a right for a statement to be attached to your personal information if Screen Queensland disagrees with your request to correct the information held.