

Privacy Statement

Queensland Titles Registry Pty Ltd ACN 648 568 101 (**Titles Queensland**) is committed to handling your personal information in accordance with the *Information Privacy Act 2009 (Qld)* and the *Queensland Privacy Principles (QPPs)*.

QPP 5 obliges us to advise you of certain matters when collecting your personal information. This Privacy Statement sets out those matters, and explains how we will manage the collection, use, disclosure and storage of your personal information.

Purposes of Collection

The information collected is necessary to administer and maintain the land titles, water allocation and foreign ownership of land registers in Queensland (the **Registers**), meet any associated statutory obligations (for example to verify your identity in a particular dealing, address your enquiry or complaint) and to provide products and services. Information collected is also used for internal business and operational purposes including analytics to support how we deliver the registry functions; process and service improvements; customer service management; quality assurance; staff training; workflow monitoring; operational reporting; and training as well as in the use of artificial intelligence technologies internal processes.

Consequences if personal information is not collected

If you choose not to provide your name and contact details when making an enquiry or complaint, we may not be able to respond to your enquiry or complaint.

Collection Required by Law

Titles Queensland collects personal information under authority of the *Land Title Act 1994 (Qld)*, the *Water Act 2000 (Qld)*, the *Foreign Ownership of Land Register Act 1988 (Qld)* and any other related legislation from time to time.

Use and Disclosures of Personal Information

The Registers that Titles Queensland manages are public as required by law, and personal information will be disclosed outside of Queensland and Australia where persons searching the Registers are located outside of Queensland and Australia.

Personal information collected in maintaining and administering, or in relation to, the Registers is disclosed to Queensland Government departments, agencies or bodies, local authorities and utility providers.

Titles Queensland has licensing arrangements with information brokers and other third parties which allows them access to information on Registers and the data collected by Titles Queensland. Use of any personal information by those third parties is subject to restrictions in the relevant agreement they have with Titles Queensland.

Personal information will also be used by Titles Queensland for internal business and operational purposes including analytics to support how we deliver the registry functions; process and service improvements; customer service management; quality assurance; staff training; workflow monitoring; operational reporting; and training and the use of artificial intelligence technologies in business analytics and register functions as well as some automated decision making.

Accessing or correcting your Personal Information

Our privacy policy (available at www.titlesqld.com.au) explains how you may request access to and/or correction of your personal information.

For more information

Our privacy policy (available at www.titlesqld.com.au) provides more detailed information on why we collect your personal information, how we manage and use your personal information; explains how you can complain to us if you consider we have breached our obligations to manage your personal information in accordance with the QPPs; and how we deal with privacy complaints.

Our contact details

If you have questions regarding how your personal information will be handled contact us at: privacy@titlesqld.com.au or Privacy Officer, GPO Box 1401, Brisbane, QLD 4001. [TQPS01-260701-F]