



Privacy Policy

July 2026

The Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts (the department) is subject to the [Privacy Act 1988 \(Cth\)](#) (the Privacy Act). The Privacy Act contains 13 Australian Privacy Principles (APPs) which are rules about how the department may collect, use, disclose and store personal and sensitive information, and how you may access and correct records containing your personal or sensitive information. The department is committed to protecting your privacy in accordance with the APPs.

Types of personal information held by the department

The department only collects personal information that is necessary for, or directly related to, its functions or activities. The types of information the department generally collects and holds includes:

- personal contact details
- personnel/employee records including educational qualifications
- complaint and feedback information
- contract, tender and submission documents
- litigation and compensation records
- grants and award information
- employee conflict of interest declarations
- mailing and subscription lists
- FOI applications
- ministerial correspondence
- personal details of board appointees

Sensitive personal information

Due to the various functions undertaken by the department, especially in relation to the administration of Australia's external territories such as Christmas Island, Cocos Keeling and Norfolk Islands, the department also collects and holds a range of sensitive personal information including:

- health and medical records
- documents relating to the National Redress Scheme
- immigration and transfer files
- housing and tenancy information

- subsidised travel applications
- bank details
- rehabilitation and compensation case files
- income and asset information

Why the department collects personal information

The department only collects information which is necessary for, or directly related to its functions or activities. The main functions and activities include the development of policy advice, regulation and delivery of programs in relation to:

- infrastructure (including cities and water);
- transport (including aviation and airports, land transport, maritime, rail);
- regional development (including local government and territories);
- communications (broadband, infrastructure, mobile black spots, consumers, media and content);
- sport;
- the arts.

Other activities concern the administration of the department, for example, consulting with our stakeholders, managing complaints, security and compliance purposes and employee and human resource management related purposes.

The full list of the legislation administered by the department and the matters for which the department collects, uses and stores personal information is found in the [Administrative Arrangements Order](#).

How the department collects personal information

The department's usual practice is to collect personal information directly from you or your authorised representative. In limited circumstances we may collect personal information about you from a third party (for example, another Australian Government department or a publicly available source). For example, if:

- it is not practicable to collect personal information from you
- you have consented to the personal information being collected from someone else or
- the department is authorised or required by law to collect your personal information from someone else

The department collects personal information in several ways including:

- electronic and paper-based submissions and forms
- online platforms and services
- email and paper-based correspondence
- phone or video calls
- Closed circuit television (CCTV) security footage.

When we collect personal information we will notify you using a privacy collection notice, if it is reasonable to do so. The notice will include why we are collecting the information, whether the collection is required or authorised by law, and any person or body to whom we usually disclose the information.

How the department stores personal information

The department stores all personal information securely and restricts access to those employees who need access in order to perform their duties or to assist individuals. Personal information is stored electronically such as on databases, hard drives or in emails, or on hard copy files.

The department takes reasonable steps to ensure that personal information is protected from misuse, loss and interference as well as unauthorised access, modification or disclosure. The department complies with the requirements in the Commonwealth Protective Security Policy Framework (PSPF), which includes information security management policies.

The PSPF ensures that:

- all official information is safeguarded to ensure its confidentiality, integrity, and availability by applying safeguards so that:
 - only authorised people, using approved processes, access information
 - information is only used for its official purpose, retains its content integrity, and is available to satisfy operational requirements
 - information is classified and labelled as required
- all information created, stored, processed, or transmitted in or over government information and communication technology (ICT) systems is properly managed and protected throughout all phases of a system's life cycle. This is in accordance with the protocols and guidelines set out in the PSPF, which includes the Australian Government Information Security Manual, produced by the Australian Signals Directorate.

When information is no longer required it is securely destroyed in accordance with the [Archives Act 1983](#) and relevant disposal authorities or forwarded to National Archives.

Use and disclosure of personal information

The department only uses and/or discloses personal information for the purposes for which it was collected (the primary purpose), unless an individual has consented to another use.

There are certain limited circumstances in which the department may use or disclose information for a different purpose with or without consent, known as a secondary purpose, where that purpose is:

- directly related to the primary purpose for which the information was collected
- required or authorised under an Australian law or has been ordered by a court or tribunal
- necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or public health or safety
- a permitted general situation or health situation, as defined by the Privacy Act or
- an enforcement related activity and the use or disclosure of the information is reasonably necessary

If the department uses or discloses information for a purpose other than what it was originally collected for the department will keep a written notice of that use or disclosure as required by the APPs.

The third parties we may lawfully disclose your personal information to, or who may collect personal information on our behalf, include but are not limited to:

- suppliers and other third parties with whom we have commercial or inter-governmental relationships (for example, for programs or research directly related to our functions)
- other relevant vendors (for example, IT providers) contracted to assist us to perform our functions.

We ensure that appropriate protections are in place with these third parties, consistent with our obligations under the Privacy Act and we only collect or disclose personal information with these third parties to the extent that is absolutely necessary to perform our functions.

Disclosure of personal information overseas

The department does not ordinarily disclose personal information overseas. Certain activities, including surveys may utilise services based overseas. The Privacy Collection Notice which accompanies each activity will identify these services.

Access to personal information

Individuals may request access to their own personal information held by the department. There is no charge associated with making a request and the department will process the request and provide access to the information, in most cases, within 30 days.

The more information an individual can provide about dealings they have had with the department, the easier and more quickly information can be located.

For security reasons, and to protect individuals' privacy, applicants may be asked to provide proof of their identity.

To access personal information, please email the department's [Privacy Officer](#) at privacy@infrastructure.gov.au or send a written request to:

Privacy Officer
Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts
GPO Box 594
CANBERRA ACT 2601

Amendment or correction of personal information

Individuals may request the amendment of their own personal information held by the department which is considered to be inaccurate, out-of-date, incomplete, irrelevant or misleading. Such requests should be sent to the department's [Privacy Officer](#) outlining what aspects of the information are believed to be inaccurate, incorrect or out-of-date.

Information will generally not be amended if it is intended to reflect a particular point in time and the information was correct at that time. The Archives Act 1983 also limits changes to Commonwealth records.

There is no charge associated with making a request and notification of the outcome will be provided, in most cases, within 30 days. If the department refuses to correct or amend the information a written explanation will be provided.

Making a privacy complaint

An individual may submit a complaint about the way the department has handled their personal information. Complaints should be in writing and sent to the [Privacy Officer](#) or using the contact details above.

The complaint should provide sufficient detail so the issues and concerns can be investigated. To assist us in processing your concern, your complaint should include a brief description of your privacy issue, including:

- what happened
- when it happened
- when it came to your attention
- what personal information of yours was affected
- the name of the relevant departmental area or contact person
- your desired outcome (if applicable)
- your contact details

We will use your contact details to contact you about your complaint. Sometimes we may ask you for additional information in order to investigate your complaint. If you do not provide your contact details, it may affect how we handle your complaint.

We will use the information from your complaint to investigate and seek to resolve the issues and concerns you have raised. This may include speaking to relevant areas of the department and considering their processes as well as speaking to third parties where relevant. We may also use the information you provide in your complaint to provide feedback to staff or our business areas.

After we receive your complaint, we will aim to resolve your complaint within 30 days.

If you are not satisfied with the outcome of an investigation, a complaint can be submitted to the Office of the Australian Information Commissioner (OAIC). Further details about making a [privacy complaint](#) to the OAIC can be found at www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us/.

Artificial Intelligence

The department is adopting the use of Artificial Intelligence (AI) as part of the Australian Government's commitment to harness analytical tools and techniques. Details about our use of AI can be found in the [Artificial Intelligence Transparency Statement | Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts](#).

Further Information

For information on Privacy and Information Policy refer to the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or by telephone on 1300 363 992.