

DIGITAL LICENCE APP PRIVACY NOTICE

THE QUEENSLAND BUILDING AND
CONSTRUCTION COMMISSION (QBCC)



Purpose and scope of this privacy notice

Your use of the Digital Licence App (the App) involves the collection, use and handling of your personal information by:

- the State of Queensland, acting through the Department of Customer Services, Open Data and Small and Family Business (CDSB) and Transport and Main Roads (TMR), and its contractor, Thales Australia Ltd (the vendor); and
- other Queensland Government agencies (Issuing Agencies), if you choose to add digital credentials, licences, permits, authorities or products (Digital Authorities) issued by those agencies.

This privacy notice applies to the collection, use and handling of your personal information to the extent that it is collected by or provided to the QBCC as an Issuing Agency in connection with your use of the App with the QBCC's Digital Authorities, including: Contractor licences, site supervisor licences, mechanical services licences, nominee supervisor licenses, pool safety inspector licences, certifier licences, plumbing and drainage (occupational and provisional) licences and fire occupational licences.

Other privacy notices and policies will also apply to the collection, use and handling of your personal information in connection with the App:

- the QBCC's [Privacy Policy](#);
- the [Digital Licence App privacy notice](#) and the other privacy notices and policies identified in that notice.

Your use of the App is also subject to the Digital Licence App end user licence agreement and the QBCC's own terms for use of its Digital Authorities with the App.

How is your personal information collected, used and handled in connection with the App?

The table below sets out information concerning how your personal information is collected, used and handled in connection with the App by the QBCC.

How is your personal information collected?

The QBCC collects:

- information you provide when adding the QBCC's Digital Authorities to the App;
- information about the QBCC's Digital Authorities stored in the App;
- information provided by CDSB about the QBCC's Digital Authorities in the App and information you supply to update your personal information;
- information provided by TMR to the QBCC to verify your identity when you add a Digital Authority to the App, which may include your name and date of birth;
- messages sent to you through the App .

The QBCC does not collect information from the App about:

- verification attempts or transactions using your Digital Authorities, unless the Issuing Agency is the entity verifying the Digital Authority or your identity; or your location.

Why is your personal information collected?

The QBCC collects and uses your information for the purposes of:

- matching details against the QBCC's records for the purpose of creating and providing ongoing access to a Digital Authority as requested by you;
- administering the QBCC's Digital Authorities;
- ensuring your records are kept up to date;
- contacting you and inviting you to participate in surveys and to otherwise improve the QBCC services more generally.

If you do not provide your personal information or provide the consents in this privacy notice, then your identity may not be verified and you will not be able to add or use any of the QBCC's Digital Authorities.

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Who do we disclose your personal information to?

The QBCC may disclose:

- to CDSB, information about the QBCC's Digital Authorities you add to and access through the App, which may include your name, date of birth and other details associated with each Digital Authority; updates to that information; and relevant messages sent to you via the App, for the purposes of creation and addition of the QBCC's Digital Authorities and operation and administration of the App;
- to other Issuing Agencies, the title of the Digital Authorities you add to the App.

Will my personal information be disclosed outside of Australia?

Your personal information may be disclosed outside of Australia when the App is taken, used or accessed outside of Australia.

Applicable legislation

The QBCC will collect and manage your personal information in accordance with the [Information Privacy Act 2009](#) and [Privacy Act 1988 \(Cth\)](#); [Public Records Act 2023](#); [Public Sector Act 2022](#); [Queensland Building and Construction Commission Act 1991](#) (QBCC Act)

Consents

You consent to your personal information being:

- collected by the QBCC from CDSB and used in accordance with this privacy notice;
- disclosed by the QBCC to CDSB to the extent necessary to include any of the QBCC's Digital Authorities you choose to include in the App and otherwise in accordance with this privacy notice;
- shared with a third party when you present the information in the App to that third party for verification, visual inspection, online authentication or for any other purpose; and
- sent or disclosed outside of Australia when the App is taken, used or accessed outside of Australia.

Access to, amendment and deletion of your personal information

As specified in the [Digital Licence App privacy notice](#), you may:

- delete the App at any time by uninstalling it from your mobile device;
- securely reset your Digital Licence App; and
- use the App and CDSB's, TMR's and other Issuing Agencies' other online services to access, update, amend and delete certain personal information.

To access, update, amend or delete your personal information held by the QBCC in relation to any of its Digital Authorities you choose to include in the App, you may update your information by following the process on our "[update details on your licence](#)" webpage. You may also contact the QBCC using the contact details in the 'Contact details' section of this document.

You should notify the QBCC of any changes in your personal information so that your records are complete and up to date. Note that you will need to separately update your information with each Issuing Agency responsible for the Digital Authorities included in your App.

The QBCC may decline to provide access to or amend or delete personal or other information where it is legally permitted to refuse to do so. The QBCC will explain the basis for its decision when responding to your request or otherwise within a reasonable time.

Reasons for refusal may include, but are not limited to, where access, amendment or deletion would be:

- inconsistent with the Issuing Agency's obligations to maintain records under legislation including the [Public Records Act 2023](#); or
- contrary to the public interest under the [Information Privacy Act 2009](#) or the [Right to Information Act 2009](#).

Other information

Information about how you may:

- access or amend personal information held by the QBCC; and
- complain about a breach of the Queensland Privacy Principles by the QBCC, and how it will deal with complaints, may also be found in the [QBCC's Privacy Policy](#);

Deletion of your Queensland Digital Identity

You may also delete your Queensland Digital Identity account by following the process on the [Queensland Digital Identity page](#), whether or not you created it as part of the onboarding process for the App.

Please note: Deleting your Queensland Government Digital Identity will not remove the QBCC's Digital Authorities from your App. In order to do that, you will also need to securely reset your Digital Licence App.

Contact details

You should direct privacy complaints and requests for access to or amendment of personal information as follows:

In relation to the QBCC's Digital Authorities:

Post: GPO Box 5099 Brisbane QLD 4001

Email: For privacy complaints: privacy@qbcc.qld.gov.au

For access or amendment of personal information: RTI@qbcc.qld.gov.au

Web: For amendment of personal details visit our page
[Update details on your licence | Queensland Building and Construction Commission](#)

Phone 139 333

In relation to the App, CDSB, TMR or other Issuing Agencies, the contact details specified in the [Digital Licence App privacy notice](#) and the other privacy notices and policies identified in that notice.

Need more information?

Visit qbcc.qld.gov.au, call **139 333** or write
to us at **GPO Box 5099, Brisbane Qld 4001.**

