



PORTABLE
LONG SERVICE
LEAVE

Personal information collection notice – CSI Worker Portal

QLeave is a statutory authority administering portable long service leave schemes for workers in Queensland's building and construction, contract cleaning and community services industries.

In administering the *Community Services Industry (Portable Long Service Leave) Act 2020 (Qld) (CSI Act)*, we have obligations in relation to how we handle *personal information* in accordance with the *Information Privacy Act 2009 (Qld) (IP Act)* and the Queensland Privacy Principles (**QPPs**).

Why have I received or been referred to this notice?

This notice has been given to you, or you have been referred to it, because we need to collect your *personal information* and there are some things you should be aware of before you provide your *personal information* to us. From 1 July 2025, under QPP 5 of the IP Act, we are obliged to advise you of certain matters when collecting your *personal information*. This collection notice sets out those matters.

What is *personal information*?

The IP Act defines what *personal information* means, but in summary it is any information or an opinion about an individual who is reasonably identifiable from that information or opinion.

What *personal information* are you collecting about me?

If you have followed a link to this notice from an online portal or electronic form, the *personal information* we want to collect from you is listed in these forums. This may include where we have asked you to confirm whether the *personal information* that we may hold about you is correct.

If we have referred you to this notice in another context, such as a telephone call, the *personal information* we are seeking will have been explained to you.

Some examples of the kinds of *personal information* we usually ask for as described Examples section below.

If you do not understand what *personal information* is being requested, please contact us as provided below.



Why are we collecting your personal information?

Usually, the purpose we collect *personal information*, and the reason it is being collected, will be apparent from the relevant portal, form or context.

If we are collecting *personal information* on an online portal, it is because it is authorised or required by a law, such as the CSI Act, that law will be noted in the relevant portal. In other contexts, we will tell you if it is being collected under a law if it reasonable for us to do so in the circumstances.

If you do not understand why we are asking for your *personal information*, please contact us as provided below.

What if I don't provide you with my *personal information*?

Without your *personal information*, we may not be able to process your application or request, answer your enquiry or deal with your matter, perform our statutory functions, or provide you with services.

For example, we may not be able to process your application for reimbursement of long service leave paid to a worker.

Which third parties do you usually disclose *personal information* to?

We may disclose *personal information* to:

- Queensland Government departments or statutory bodies as required or permitted by law;
- Corresponding interstate long service leave authorities;
- Your current and previous employers to verify your work history;
- Legal representatives or authorised agents acting on your behalf; and
- Other entities where disclosure is required or permitted by law.

Will you use or disclose my *personal information* for direct marketing?

QLearn does not use *personal information* collected on the portal for direct marketing.

Will you disclose my *personal information* overseas?

We do not generally use or disclose *personal information* outside Australia, unless it is authorised or required by law.



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Examples of *personal information* collected

QLeave collects the following types of *personal information*:

- Name;
- Address;
- Date of birth;
- Contact details (email address, phone number/s);
- Gender;
- Tax file number; and
- Rates of pay.

This type of *personal information* is collected for the purpose of administering the CSI Act, and including to:

- Submit a long service leave claim;
- View service credits / leave entitlements;
- Report unrecorded service / work history; and
- Update contact details.

Privacy Policy

Our Privacy Policy explains how you may request access to and/or correction of your *personal information*. Our policy also 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. You can read our Privacy Policy here: <https://www.qleave.qld.gov.au/about-us/corporate-publications/publication-scheme/our-policies/privacy-policy>

How to contact us

If you have questions regarding how your *personal information* will be handled, please contact us at: privacyandrti@qleave.qld.gov.au.