Information Management Policy

CITY OF GOLDCOAST.

DETAILS

Council ☒   Admin ☐

Effective from:	6 December 2019
Contact officer:	ICT Governance and Policy Officer, Business and Technology Services
Next review date:	December 2021
File reference:	IM634/171/07(P3)
iSpot #	This policy	#23730129
	Value Proposition	#51066559

OBJECTIVES AND MEASURES

Objectives	The purpose of this policy is to: • Define the roles, responsibilities and obligations of the Mayor, Councillors and Council staff when creating, receiving, handling and managing information about the business and administration of Council of the City of Gold Coast (Council). • Communicate the aspects of information management that contribute to strong governance, strategic, business outcomes and improved services. • Support Council to strategically plan and manage information as an asset and coordinate information management practices so they meet business needs, community expectations and legislative requirements.
Performance Measures	• Increase in the maturity of capabilities and instruments (standards, procedures and guidelines) developed and implemented to support the operation of information management functions. • Measurement of Council's digital recordkeeping maturity reported via Queensland State Archives Records Governance Policy Survey (annual survey with baseline data commencing 2018/2019). • Number of staff and Councillors who have completed annual information management training.
Risk assessment	Medium

POLICY STATEMENT

This policy defines information management principles for the Council of the City of Gold Coast (Council). The policy also prescribes the compliant information management practices required of the Mayor, Councillors and Council staff for ensuring the safe custody of information owned or held by Council.

A public record is information or data which is related to the administration of council business and the responsibilities of the Mayor, Councillors, and Council staff as prescribed under the *Local Government Act 2009*. Accurate and trusted public records are founded on the Mayor, Councillors and staff creating, receiving, using, storing and managing this information according to the requirements of the *Public Records Act 2002*, the information management principles outlined in this policy and in its supporting information standards and guidelines.

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Managed information assets, information systems and supporting operational processes are the key components for reliable service delivery by Council to the community. Effective information management builds Council's capability to realise the strategic, operational and administrative value of its information assets (including public records). Trustworthy, accessible and appropriately secured information is an enabler of informed and transparent decision-making; supports business and audit reporting, communications, transactions and the delivery of stream-lined Council services.

Council's corporate information management responsibilities are defined to communicate individual responsibilities and accountabilities. Leadership and information custodianship responsibilities are defined and assigned to plan, improve, maintain and deliver Council's information services. These roles have a responsibility to ensure that information management and recordkeeping practices are integrated into the work processes, systems and services of Council's business units. Council's high risk and/or high value records are identified and the systems managing these records and information are protected from loss and disaster by appropriate security measures.

As a principal information management activity, effective recordkeeping strengthens the good governance of Council and protects the rights and entitlements of the community. Effective recordkeeping promotes confidence in the integrity and authenticity of information under Council's control and trust in Council decisions and actions.

The *Public Records Act 2002* requires that Council abide with recordkeeping guidance issued by the Queensland State Archivist (State Archivist) and provides authority for Queensland State Archives (QSA) to monitor, investigate and report on Council's compliance in creating, keeping, preserving, managing and disposing of Council's public records. QSA six mandatory record governance principles define minimum recordkeeping requirements.

In summary, QSA prescribes that all content which is a public record must be documented and captured in Council's endorsed information systems. Accordingly, the Mayor, Councillors and Council staff must;

- make and keep full and accurate public records of decisions, actions, transactions and communications,
- deliver these records via networks approved and trusted by Council,
- access and store these public records in Council endorsed information systems
- ensure that public records are retained as long as they are lawfully required to be kept;
    - by always seeking confirmation from Record Services or other delegated positions that the information has reached the end of the required retention period set out in records authorities issued by QSA,
    - and the information is no longer required for Council business, legal and administration requirements.

A failure to keep adequate discoverable records can give the impression of an intention not to capture the information as a public record (even if this is not the case). An inability to locate, provide or account for information requested for legal processes such as discovery, subpoena or Right to Information access requests is subject to external scrutiny by courts or regulatory bodies. Failure to capture and store information and communications about council business (or similarly, deliberately avoiding the use of Council information systems and electronic communication channels) is a breach of an individual's recordkeeping responsibilities.

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Queensland State Archives advise that public records should not be created, received or stored on private devices or communicated via private voice/video/text messaging email and social media accounts. Use of private accounts must be avoided as this use -

- conflicts with the behavioural standard 1.3 in the *Code of Conduct for Councillors in Queensland* which requires that the Mayor and Councillors use only official council electronic communication accounts,
- creates an additional recordkeeping burden. Individuals will need to maintain a clear distinction between Council's public record information and their own or other's private information,
- increases the likelihood of the Mayor, Councillor or Council staff not storing public records in official council information systems (a breach of the *Public Records Act 2002* and this policy),
- can call into question an individual's credibility if it is revealed that communications were withheld to avoid accountability and transparency requirements of the LG Act,
- may be unacceptable for Council and individual accountability and evidentiary requirements. Instant messaging and text messages may not record enough information to verify the authority and purpose of the message, and the identity of the sender or receiver.

Accordingly, the Mayor, Councillors and Council staff when receiving, handling or creating information relating to their local government responsibilities -

- must not delete public record information from private electronic communication accounts and devices unless this information has first been captured in an endorsed Council information system,
- must retain and transfer public record information from private electronic communication accounts to an endorsed Council information system **within 20 calendar days** of receipt or creation,
- must activate replies that direct people to send communications or documents to official Council electronic accounts,
- should not rely on sending, receiving text or instant messages when communicating and recording significant decisions, requests or actions of Council business i.e. information that has administrative, business, fiscal, legal, evidential or historic values,
- must capture and save the content and context of a text or instant message in an endorsed Council information system (i.e. who sent and received the message, the time and date the message was sent or received, and any other evidentiary details that are needed).

Legislation requires that public records are captured, stored and handled by the Mayor, Councillors and Council staff in an ethical and accountable manner throughout the information's lifecycle. Penalties apply for unauthorised access, disposal or disclosure of public records, specifically when these actions are undertaken for personal benefit or gain. Conduct inconsistent with legislation and this policy may result in:

- disciplinary action in accordance with the applicable legislation and/or policy,

- referral to a relevant law enforcement and/or oversight body (such as the Crime and Corruption Commission, or the Queensland Government Office of the Independent Assessor).

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SCOPE

Council's information management capabilities are delivered via:
- **people** (leadership, skilled, shared knowledge, with assigned responsibilities and accountabilities),
- **information** (trustworthy, secured, discoverable, used and reused with confidence and insights),
- **processes** (planned, documented information systems and service design appropriate to customer and business needs and legislative requirements), and
- **technology** (enabling capture, storage, protection, discovery, access, and leveraging of information).

This policy applies to:
- the Mayor, Councillors and staff (including contractors, work experience students, apprentices, volunteers and consultants), vendors, external service providers who are given access to Council information assets and supporting technology or who manage and create Council's public records.
- All types of information and public records regardless of format, medium and source which relate to the business and administration of Council.
- All information management activities including the way in which Council plans, identifies, creates, receives, collects, organises, secures, uses, controls, disseminates, shares, maintains, preserves and disposes of information under its control. For the purpose of this policy, 'information' refers to both information and data.
- All Council controlled or commissioned information systems and services which manage information and public records.
- All practices and processes related to information systems and services associated with creating and managing information and public records.

DEFINITIONS

Definitions have been sourced and adapted from Queensland State Archives and the Queensland Government Chief Information Office.

See Appendix B: Information Management Definitions.

RELATED POLICIES AND DELEGATIONS

See related policies below for guidance on specific aspects of information management, including information security, privacy and information provision obligations and processes.

Asset Custodianship Policy (Infrastructure and Land)
Code of Conduct for Employees Policy
Digital City Data Policy
Disciplinary Policy
Fraud and Corruption Control Policy
ICT Resource Usage Policy
Information Security Policy
Information Privacy Policy
Right to Information and Information Provision Policy

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The *Public Record Act (Qld) 2002* and the *Local Government Act 2009 (Qld)* provides the Chief Executive Officer with the authority and accountability for ensuring Council complies with its information management obligations. The CEO may delegate this authority and accountability (relevant to information and record management and listed via delegation number below) to 'another employee of the Local Government'. Full details of each delegated power, the delegate position and the current incumbent are recorded in Council's [Delegations and Authorisations Register.](#)

DE01407
DE02020
DE02047
DE02114

LEGISLATION

Queensland legislation:

- *Crime and Corruption Act 2001* (Qld)
- *Electronic Transactions (Queensland) Act 2001 (*Qld)
- *Evidence Act 1977 (*Qld)
- *Information Privacy Act 2009* (Qld)
- *Local Government Act 2009* (Qld)
- *Local Government Regulation 2012* (Qld)
- *Public Records Act 2002* (Qld)
- *Right to Information Act 2009* (Qld)

Queensland Government Codes, Information Standards and Guidelines:

- [*Information Security Policy (IS18:2018)*](#), *Queensland Government Chief Information Office (QGCIO)*
- [*Metadata management principles*](#) *(QGCIO)*
- [*Metadata lifecycle management guideline*](#) *(QGCIO)*
- [*Information Asset Custodianship Policy (IS 44)*](#) *(QGCIO)*
- [*Code of Conduct for Councillors*](#) *(Department of Department of Local Government, Racing and Multicultural Affairs)*
- [*Records Governance Policy, Queensland State Archives*](#) *(QSA) Records management is a legislatively enforced aspect of the broader information management discipline. The* [*Records Governance Standard*](#) *guides Councillors and staff to manage public records in accordance with the Public Records Act 2002 and other related legislation.*
- [*Council records; A guideline for mayors, councillors, CEOs and council employees*](#) *(Crime and Corruption Commission (CCC) and Queensland State Archives (QSA))*
- [*Your Social Media and You*](#) *(Office of the Independent Assessor (OIA) & Local Government Association of Queensland (LGAQ))*

SUPPORTING DOCUMENTS

Appendix A: Information Management Roles and Responsibilities
Appendix B: Information Management Definitions
Appendix C: Public Records Examples
[Records Governance Standard](#) Instrument of the Information Management Policy #72634249 (City of Gold Coast Council)
[Information Asset Custodian Standard](#) Instrument of the Information Management Policy #72635118 (City of Gold Coast Council)
[*Metadata Standard*](#) *Instrument of the Information Management Policy* #72637340 (*City of Gold Coast Council*)

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RESPONSIBILITIES

Policy Sponsor	Director Organisational Services
Policy Owner	Chief Information Officer (CIO)

See also Appendix A: Information Management Roles and Responsibilities

ACKNOWLEDGEMENTS

Queensland State Archives (QSA)
Queensland Government Chief Information Office (QGCIO)
Department of Local Government, Racing and Multicultural Affairs
Crime & Corruption Commission (CCC)
Office of the Independent Assessor
Local Government Association of Queensland
National Archives of Australia

VERSION CONTROL

Document	Date	Approved	Amendment
23730128 v11	06.12.19	ETG19.12.03.005/G19.1206.013	Major change. Policy previously named Information Management and Information Privacy Policy
23730129 v10	19.08.16	GA16.0125.007/G16.0129.008	Major change, Council to Admin Policies
23730129 v9	18.12.15	COO iSpot #52356672	Major change, minor change to review date
23730129 v8	22.07.13	COO iSpot #41298253	Minor changes including appendices, policy references, performance measures and legislation.
23730129 v7	12.06.12	GA12.0607.006/G12.0612.016	Minor changes – including edit to allow disclosure of complaint investigation details
23730129 v6	15.04.11	GA110413.002/G11.0415.015	Major changes – including edits to ensure legislative compliance (Information Privacy Act)
23730129 v3	15.03.10	GF10.0310.001/G10.0315.016	Minor changes - including name change
23730129 v2	03.11.08	GF08.0514.008/G08.1103.018	Adopted by Council
23730129 v1	01.11.06	CGC.061101.010	Approved by CGC

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Appendix A: Information Management Roles and Responsibilities
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1. Introduction

The public records of the Council of the City of Gold Coast are evidence of Council's decisions, administration and business activity and are the basis of Council's information assets. Like other assets, information assets need to be managed effectively to deliver the best value for money. This policy standard defines accountabilities, key roles and responsibilities for management of Council's information, data and records.

Assignment of information management responsibilities for all levels of Council is a requirement of the mandatory *Records Governance Policy* issued by the State Archivist (Queensland State Archives). Council complies with the governance requirement of this Policy via the Council's *Records Governance Standard* and via this information management roles and responsibilities standard.

2. Overview of Assigned Responsibilities and Obligations

Assigned responsibilities for Council's information assets enables Council to deliver better services, make informed decisions, avoid and reduce costs and comply with legislation.

Information asset custodians are accountable for management of a specific information asset, ensuring the asset is accurate, current, protected, accessible, and shared and released where applicable.

Data management, information security, records management and ICT technical specialists play an essential role in Council's planning and oversight of data and record management projects, quality assurance, and whole of organisation information management capability.

Users are the individuals or groups who are the information consumers. They provide requirements, feedback and follow the use and management of information parameters set by the information asset custodian. Users include the Mayor, Councillors and staff and will often include service delivery or research partners and members of the public.

Whenever they act or undertake work for or on behalf of Council, the Mayor, Councillors and staff must:
- make and keep full and accurate records of decisions, actions and communications, and
- deliver or direct receipt of these records via trusted networks, and
- access and store these public records in Council endorsed information systems.

In addition, Council's public records must be managed in accordance with Council's *Employee Code of Conduct*, the *Code of Conduct for Councillors in Queensland* and relevant legislation. Legislation requires that public records are captured, stored and handled by the Mayor, Councillors and staff in an ethical and accountable manner throughout the information's lifecycle.

The *Public Records Act (Qld) 2002* and other legislation provides the Chief Executive Officer with the accountability, authority and powers for ensuring Council complies with its information management obligations. The CEO may delegate these powers to other responsible positions of the Local Government. The current delegated powers from Council to the CEO and from the CEO (relevant to the Information Management Policy) and the full details of each delegated power, the delegate position and the current incumbent are recorded in Council's Delegation and Authorisation Register. (Attachment A of the Delegated Power and Authorisations Policy) states; '*The delegate is responsible and accountable for a decision made under such delegation of power and [is] required to be able justify such decisions or actions.*

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ROLE	RESPONSIBILTY
Mayor and Councillors	**Legislative obligations** 1. Manages information created received or kept in an official capacity as the Mayor or Councillor in accordance with legislation, this policy, Codes and standards related to information management. (*Public Records Act 2002*, s.6, *Local Government Act 2009*, *Code of Conduct for Councillors in Queensland*, *Council records; A guideline for Mayors, CEOs and council employees.*) **Information management obligations** 1. Reviews and endorses information management policies and standards. Maintains awareness of this policy and any legislation which impacts Council's information management requirements and obligations. 2. Provides endorsement for provision of adequate resources, funding and training to enable a successful information and records management program. 3. Makes records which support the conduct of Council business activities. 4. Documents decisions and their reasons that will assist a Councillor to provide an explanation or justification for decisions, events or transactions. 5. Transfers records to Records Services or arrange for registration of hard copy and electronic records. 6. Ensures that disposal of records is undertaken in a lawful manner. Record Services staff can assess Councillor records against a Queensland State Archives Retention and Disposal Authority which takes into account legal, evidential or research value of the records.
Chief Executive Officer (CEO)	**Legislative obligations** 1. Section 13 (3) (e) of the *Local Government Act 2009* The CEO is responsible for the safe custody of— 2. all records about the proceedings, accounts or transactions of the local government or its committees; and **3.** all documents owned or held by the local government**;** 4. Responsible for ensuring the Council complies with its public record keeping obligations. See Section 7(2) of the *Public Records Act 2002*. *5.* Responsible for safe custody of all Council records and documents. See Section 13 (3e) of the *Local Government Act 2009.* 6. Exercises or delegates powers and accountabilities pursuant to the legislation and evidences this by a signed Instrument of Delegation. Delegated powers are recorded in the Delegation and Authorisation Register. **Information management obligations** 1. Provides strategic direction and provision of adequate resources which enable successful information management practices and governance.

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ROLE	RESPONSIBILTY
Directors	**Information management obligations** 1. Ensures information assets (including public records) are managed in accordance with their value and risk, and held in approved information systems, applications or services. 2. Ensures data and information custodianship responsibilities are fulfilled according to agreed role for specified datasets or information systems. 3. Ensures that staff receives adequate training in use of information systems. 4. Ensures that their directorates have implemented appropriate governance, processes and procedures to comply with the Information Management Policy. 5. Endorses information management policies, guidelines and procedures. 6. Actively promotes and supports a positive information management culture throughout their directorate. 7. Reports identified information management risks to the Chief Information Officer (CIO) and address breaches of the Information Management Policy as they arise.
Chief Information Officer	**Information management obligations** 1. Leads the definition, implementation, and communication of the organisation's strategic information management governance and practices. 2. Leads the provision of services required for information management. 3. Ensures information management investment is aligned to the strategic goals of Council. 4. Ensures that the information management systems are in place and produce and store full and accurate records. 5. Ensures that information management requirements are included in all business undertaken by Council.
Managers	**Information management obligations** 1. Leads implementation and monitoring of branch compliance with the Information Management Policy, relevant policy instruments and legislation particularly within the scope of assigned responsibility for use and management of information systems and information assets. 2. Ensures data and information custodianship responsibilities are fulfilled according to agreed role for specified datasets or information systems. 3. Ensures that staff receives adequate training in use of information systems. 4. Ensures information management responsibilities are incorporated into agreements with individuals or organisations who may have access to Council managed information including consultants, interns, trainees, contractors, service providers, permanent and temporary employees. 5. Reports identified information management risks to the Chief Information Officer (CIO) and their Director and address breaches of the information management policy as they arise. 6. Ensures that endorsed information systems underpin and support business processes.

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ROLE	RESPONSIBILTY
Information Asset Custodians	**Information management obligations** 1. This is a position which is assigned the custody of a Council information asset throughout the information asset's lifecycle and in accordance with an appropriate governance process. 2. For a list of general responsibilities of Information Asset Custodians, see: *Information Asset Custodianship Standard* (iSPOT #72635118) 3. For responsibilities in relation to management of information associated with infrastructure assets, see also *Asset Custodianship Policy (Infrastructure and Land)*. 4. For specific custodianship responsibilities about the selection, design, justification, implementation and operation of information security controls and management strategies see the *Information Security Policy*.
Members of Corporate Information and Data Governance Forums **(Information Management Representative)**	**Information/Data Management Responsibilities** 1. Ensures that information management strategy and governance practices complement business requirements and support service delivery. 2. Acts as a reference point for the Mayor, Councillors, staff, committees, working groups and/or programs to support improvements and resolve issues in relation to information and data management/governance.
Information Management Specialists **(Business, Innovation Technology Services (BITS))**	**Information Management Responsibilities** 1. Assists business units to identify their information needs and requirements and contributes to the strategic direction of information management within Council. 2. Plans and maintains oversight of data management projects, services and coordination of data governance activities. 3. Consults with Queensland State Archives and Queensland Government Chief Information Office in relation to applying policy and Information Standards. 4. Coordinates the development and implementation of information management practices including policies, standards, guidelines and procedures. 5. Guides information security risk assessments and audits, and communicates outcomes and issues to corporate stakeholders 6. Maintains a register of the information asset holdings of Council. 7. Delivers staff training on information policies and technologies – including specific systems or processes, applicable standards, and business benefits of information management. 8. Develops and issues an internal recordkeeping framework, including policies, standards, procedures and tools. 9. Provides advice to information asset custodians on risks and issues relating to information assets and systems including risks relating to Disaster Recovery Plans and Business Continuity. 10. Develops, manages and monitors the technical aspects of disaster preparedness and recovery strategies and procedures; including records and systems migration strategies; and procedures and regular backups for records and records systems and business systems that create and store records. 11. Develops, implements and monitors quality assurance and/or internal audit processes for quality and/or internal audit reporting.

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ROLE	RESPONSIBILTY
Record Management Specialists **BITS**	**Information Management Responsibilities** 1. Manages a recordkeeping function and/or programme for Council's public records, including implementing record governance standards within Council. Provide advice on corporate recordkeeping processes and mandatory *Records Governance Standard* obligations. 2. Identifies recordkeeping requirements in consultation with other organisational units, including strategies and procedures to support business areas to identify and locate records. 3. Ensures that Councillors and staff are aware of their recordkeeping responsibilities. Train and educate the Mayor, Councillors, and Council staff in relation to recordkeeping obligations, process and procedures 4. Record Services staff will refer business areas to and will assess Council's public records against a Queensland State Archives Retention and Disposal Authority. This Authority takes into account legal, evidential or research needs of Council and the community. 5. Provides internal support to business areas around handling of public records; including scanning, registration, capture and delivery of incoming correspondence, along with responsibilities for managing outgoing mail correspondence.
ICT Technical and Service Support (BITS)	**Information Management Responsibilities** 1. Provides or arranges technical support of information systems. 2. Provides advice on information technology and services for information management strategies 3. ICT Vendor and Contract Management, Software Asset Management, Service Integration support information system service delivery and operational assurance for information systems. 4. Provides the engagement for project requests between the BITS Business Engagement function and Council's ICT Managed Service Providers of information systems and information services. 5. Works with the Chief Information Officer and business areas to plan, and determine the information system functional requirements of corporate information systems.
Cyber Security and Information Security Specialists	**Information Management Responsibilities** 1. Manages the security mechanism for the protection from unauthorised access to information in electronic form. 2. Provides advice on information and cyber security risks. 3. Provides guidance on information asset custodian's processes for decisions on security classifications and appropriate security controls for Council's information assets and information systems.
Corporate Asset Management (Office of COO)	**Information Management Responsibilities** 1. As stated in the *Asset Custodianship Policy (Infrastructure & Land)*, the Corporate Asset Management branch has responsibilities, (overarching to the responsibilities of Information Asset Custodians) for information management governance of information associated with infrastructure assets.

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ROLE	RESPONSIBILTY
Office of Innovation and Economy (Economy Planning and Environment)	**Information Management Responsibilities** 1. Identifies, assesses and consults impacted stakeholders including information asset custodians on information/data governance requirements, opportunities, regulatory obligations and risk relating to Council's Digital City initiatives.
Information Users (All Council Directorates,) End consumer of data or information for reference, or as input to solve problems and/or make decisions or provide an information service.	**Information management obligations** 1. Applies information management principles, standards and best practices in their day-to-day handling of information and systems. 2. Creates and maintains full and accurate records of all business activities to fulfil business requirements, demonstrate accountability and provide evidence of decisions made and actions taken. 3. Documents decisions and reasons that will assist the Mayor, a Councillor, or management provide an explanation or justification for decisions, events or transactions. 4. Ensures that full and accurate records are made and captured into the approved Council information systems. 5. Transfers records to Records Services or arrange for registration of hard copy and electronic records. 6. Maintains awareness of this policy and the legislation which impacts Council's information management requirements and obligations. Comply with organisational policies, standards and procedures. 7. Manages records for as long as they are required for business, legislative, accountability and cultural needs. Adhere to information retention requirements and ensure that disposal of records is undertaken in a lawful and authorised manner. 8. Acknowledges the source of data and abide by any requirements when using data provided by the information asset custodian. 9. Advises information asset custodians of any errors or omissions in data they receive. 10. Advises information asset custodians of future, or changing, data requirements. 11. Works with information asset custodians to define business needs and future information requirements when developing collection and/or conversion plans. 12. Ensures that a documented agreement is prepared and applied when users produce information products from an information asset. This agreement should describe agreed management responsibilities of the information product and agreed cost/budget sharing arrangements. 13. Manages third party information requests by ensuring provision of requested information to a third party is reviewed according to the *Information Provision Guidelines*, and *Information Provision Checklist* in the *Right to Information and Information Provision Policy*. Consult with the Information Asset Custodian where administrative release decisions have not been previously decided or defined. 14. Ensures that released information to a third party is subject to a licensing agreement. This agreement includes conditions of release criteria and other metadata. Data must not be released to a third party unless protected by an agreement that stipulates the criteria for release and which is authorised by the license agreement. 15. Complies with terms and conditions of license agreements and any requirements for payment for provision of information or data.

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ROLE	RESPONSIBILTY
	16. Users shall not disclose or sell information without the approval of the custodian including where users collect information on behalf of an information asset custodian.
	17. Users must always cite the source of the information when using the information in any way.
	18. Collects specific information on behalf of a custodian according to the standard set by the custodian. User groups are also obliged to transfer information back to the custodian for maintenance or storage, free of charge.
	19. Creates, keeps and preserves full and accurate records that document business transactions within compliant and accountable recordkeeping systems.

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Information Management Definitions are adapted from Queensland State Archives (QSA), the Queensland Chief Information Office (QGCIO) and the Office of the Information Commissioner (OIC).

TERM	MEANING
Capture	Saving or registering a record into Council's approved corporate information systems whether hardcopy or digital. This may mean registering the record into a Council information system and assigning metadata to describe it and place it in context, allowing for the appropriate management of the record over its lifecycle.
Data	Data is typically comprised of numbers, words or images, data is a representation of facts, concepts or instructions in a formalised (consistent and agreed) manner suitable for communication, interpretation or processing by human or automatic means. Data is not information until it is utilised in a particular context for a particular purpose.

Disposal	The term disposal is usually used in the context of assets and has two meanings:
	a. The final decision concerning the fate of records and other information assets. Disposal includes:
	    i. Keeping all or part of the asset;
	    ii. Destroying, deleting or migrating the asset or part of the asset; and
	    iii. Abandoning, transferring, donating or selling the asset or part of the asset.
	b. A program of activities to facilitate the orderly transfer of information assets from their current location into alternative or archival storage.

High Value/ High Risk Records	High value' records are those that are important to the business, its operations, or stakeholders. 'High-risk' records are those that pose a significant risk to Council if they were misused, lost, damaged or deleted prematurely.
Information and Data Governance	Information and Data governance supports trusted and accurate information and data in reports, business processes and databases. Information and data governance includes information and data architecture, modeling, integration and master data management. Governance requires assigned and accountable roles, processes, methods, tools, and techniques to ensure that data and information is of high quality, reliable, and unique (not duplicated). Information and data governance requires guidance and review steps so business areas apply and manage appropriate controls and practices including • required confidentiality protections, and • assurance around the integrity and accuracy of Council controlled data and information.
Information	Information is defined as: 1. A collection of data that is processed, analysed, interpreted, organised, classified or communicated in order to serve a useful purpose, present facts or represent knowledge in any medium or form. This includes presentation in electronic (digital), print, audio, video, image, and graphical, cartographic, physical sample, textual or numerical form. 2. A message, usually in the form of a document or an audible or visible communication, meant to change or _inform_ the way a receiver perceives

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TERM	MEANING
	something and to influence judgment or behaviour; data that makes a difference. 3. Patterns in data. 4. That which reduces uncertainty.
Information, Personal	Information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded or in a material form or not, about an individual whose identity is apparent, or can be reasonably ascertained, from the information or opinion. Personal information includes such record details as a person's name, age, physical characteristics and tax file number and address. Personal information must be managed in accordance with the legislative requirements outlined in Council's *Information Privacy Policy.*
Information Asset	An information asset is a body of information, defined and managed as a single unit so it can be understood, shared, protected and exploited effectively. Information assets have recognisable and manageable value, content and lifecycles and are classified and described so information can be found and used.
Information Asset Custodian	A custodian of an information asset is responsible for ensuring information is collected and maintained according to specifications and priorities determined in consultation with the user community, information specialists and made available to that community and in a format that conforms to legislation, documented standards and policies. See also *Appendix A: Information Management Roles and Responsibilities* of this policy and *Information Asset Custodianship Standard, Asset Custodianship Policy (Infrastructure and Land).*
Information Management	Information management refers to all processes, tools and services that form the end-to-end solutions to plan, acquire, create, circulate, distribute, use, manage, retain or dispose of information according to legislative drivers and business relevance. The management of the various types of information may require different approaches and standards. Information Management includes information governance which sets and guides the policies, structures, responsibilities and standards required for managing the organisation's information
Information Security	Information should be classified in accordance with the *Information Security Classification Standard*. Refer to Council's *Information Security Policy* on the intranet for levels of information security classification.
Information Systems	Information systems are an integrated set of components (typically include hardware, software, databases, networks, people and procedures) for collecting, storing, and processing data, for providing information, providing tracking data for a workflow process, providing knowledge, or storage and retrieval of digital products. Council's endorsed information systems support: • enterprise wide functions and transaction processing systems (e.g. Local Government Platform and Enterprise Resource Planning),and • specialist function and business needs of parts of the organisation and the delivery of a service to the community (e.g. disaster management systems, website, library management systems etc.);

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TERM	MEANING
	• specialist purpose (e.g. a geographic information system for spatial data), and • record management for the capture and management of hard copy and digital documents for public record keeping (e.g. an Electronic Document Record Management System (EDRMS). Council's endorsed information systems and the associated information management practices are defined here as systems and practices which are planned, approved and implemented in accordance and consultation with Council's governance framework i.e. (strategic, technical, legal, financial, and risk) review and approval processes.
Information Standards	Standards provide requirements, specifications, guidelines or characteristics that can be used consistently to ensure that materials, products, processes and services are fit for their purpose.
Metadata	Information about information – typically metadata elements (e.g. title, creator, review date) record and inform when information was created and updated, what it can be used for, where it was sourced from, the meaning of codes and terms used, keywords to help users find the information, and other information that ensures the information can be understood, maintained, identified, and utilised throughout the life cycle of the information that is being managed.
Migration	The process of moving digital records or data from one system, storage medium, hardware or software configuration to another, or from one generation of computer technology to a subsequent generation, while maintaining the authenticity integrity, reliability and usability of the records.
Public Records	*The Public Records Act 2002* (Qld) defines a public record as a record: • for use by or a purpose of a public authority (i.e. a local government) • received or kept by a public authority in the exercise of its statutory, administrative or other public responsibilities or for a related purpose. A public record includes a copy of a public record, a part of a public record, or a copy of a part of a public record. The Act defines a record as recorded information created or received by an entity in the transaction of business or the conduct of affairs that provides evidence of the business or affairs and includes: (a) anything on which there is writing; (b) anything on which there are marks, figures, symbols or perforations having a meaning for persons, including persons qualified to interpret them; or (c) anything from which sounds, images or writings can be reproduced with or without the aid of anything else; (d) a map, plan, drawing or photograph. See also Public Record Standard which includes examples of both corporate and non-corporate records.

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TERM	MEANING
Queensland State Archives	Under sections 24 and 25 of the *Public Records Act 2002*, Queensland State Archives has a range of functions and powers including the ability to: • Issue standards to government agencies regulating the creation, management, disposal, storage and preservation of government records • Issue policies, standards and guidelines to achieve compliance with the legislative policy frameworks for best practice records management • Identify and preserve public records of permanent value as the State's archives.
Records, Full and Accurate	A full and accurate record are records where the content, context and structure of a record can be trusted as a true and accurate representation of the transactions, activities or facts that they document and can be depended upon in the course of subsequent use.
Records, Permanent	Public records which have ongoing usefulness or significance of (based on the evidential, administrative, financial, legal, informational and historical values that justify the permanent retention). These records have enduring value to Council, the State of Queensland, the community, and/or Australia as a whole and therefore need to be kept indefinitely.
Records, Vital	Vital records are essential to the operations of an organisation and generally contain information needed to re-establish the agency in the event of a disaster. Vital records protect the assets and interests of the organisation as well as its clients and are usually associated with legal and fiscal matters. Vital records may not have a high archival value.
Thesaurus	A controlled vocabulary of terms or concepts that are structured hierarchically (parent/child relationships) or as equivalences (synonyms), and related terms (associative) In a thesaurus, the meaning of the term is defined and hierarchical relationships to other terms are shown. A thesaurus should provide sufficient entry points to allow users to navigate from terms which are not to be used to those that are preferred.

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The *Public Records Act 2002* (Qld) provides a definition of public records. For Council, a public record is any form of recorded information:

- created, received or kept by or for a purpose of Council,
- the Mayor, Councillors or Council staff in the exercise of Council's statutory, administrative or other public responsibilities or for a related purpose.

Regardless of how or where they are created or received, public records must be managed in accordance with the *Public Records Act 2002* and guidance issued by Queensland State Archives.

Council's public records are created, used and stored in a range of different formats including;

databases, videos, images, audio, drawings, handwritten notes, maps, plans, emails, social media interactions, data held in Council's information systems, or in messaging applications and can consist of a copy of a public record; a part of a public record; or a copy of a part of a public record.

Public records created or received in private electronic accounts

The use of private email and social media accounts to conduct Council business should be avoided. Public records created or received in a Mayor, Councillor or Council staff member's private social media, email or messaging account or on their personal device must be transferred and stored in a Council information system and managed as described in the Information Management Policy.

Criteria for determining when information must be stored in an endorsed Council information system

Public records are related to the business of Council or an individual's role in Council and include evidence consistent with carrying out that role in Council. Some indicators that electronic communications should be treated as a public record is where a document email, message or post;

- includes the Mayor, Councillor or staff member's Council official or position title and contact information, such as their council email address or council phone number and address,
- displays a Council name, logo or letterhead, or
- is not accompanied with a statement or disclaimer advising that the communication or document is personal and is not connected with the City of Gold Coast Council.
- contains evidence of Council's business, core functions and key decisions; or demonstrates the performance of legislated functions, the interactions with and entitlements of the community and employees, and the specification and documentation of core Council assets,
- has ongoing use and value for Council, for the community and external agencies. (Council's public records are evidence of actions, decisions and processes and may be subject to requests for access or official scrutiny).

Further Guidance

- Consult with BITS Branch (Organisational Services) for advice on technical solutions for storage and transfer of information or communications into endorsed Council information systems.
- Consult with Council Record Services (Organisational Services) who have responsibility to advise the Mayor, Councillors and all Council staff on;
  - authorised retention and disposal requirements for specific types of public records, including emails and social media posts, and
  - advice on managing transitory records such as duplicates and draft documents

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What is a 'public record?'	What is <u>not</u> a 'public record?'
1. A customer complaint about a Council service sent by SMS or Facebook Messenger to a Councillor. 2. Work diaries of a local government executive, statutory or administrative function. 3. Customer emails or letters requesting Council information or action (received via Council's email system). 4. A communication received via a private electronic communication account (email, SMS, voicemail) of a councillor or member of staff about the outcome of a meeting or decision about a Council matter. 5. Any data (from a Council controlled database or information system) recording business processes or actions of Council (e.g. rates notice, rate payments, license applications and approvals, salary payments). 6. Information published on a Council managed webpage or website about the business functions of Council. 7. A text, video or audio recording of meetings, all agendas, minutes and papers that were presented at meetings within Council. 8. A work related email or hand written note (e.g. post it note or loose note) that documents an action, a decision or an approval. 9. A Council report or analysis of an external publication. 10. Draft documents drafted by the Mayor, a Councillor or Council staff on a Council matter containing significant annotations or submitted for comment or approval by others. 11. Internal advertising or training brochures of a work related event or publication. 12. An internal media release of a work related event or incident. 13. Council business related project records, plans, estimates and costing, resource requirements, background research material, spreadsheets, letters, and audio-visual material.	1. Information which is purely of personal activities e.g. interactions with family and friends. 2. The Mayor or Councillor's divisional/ electoral or political activities that are undertaken personally and not in the furtherance of or connection with the Councillor's responsibilities or functions as a Councillor or a Council staff member's responsibilities or functions. 3. An external database or external publication that was used for reference purposes only. 4. General information downloaded from the Internet. 5. An email about an afternoon tea for a work colleague who is leaving. 6. Advertising or training brochures from an external provider. 7. Press cuttings and other external media reports. 8. Informational material that includes lists of suppliers, catalogues, directories, address and contact lists. 9. Any manuals and instructions from an external provider (**Note**: This information is not a public record but may need to be kept for reference). 10. Unsolicited letters or emails advertising external products or services. 11. Routing slips or fax sheets that do not add informational content.

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