

Handling Information (Procurement and Delivery): Supplier Guidelines

It is recommended these guidelines be read in association with the [Procurement Assurance Model Framework](#) for further clarification on terms and definitions.

1. Introduction

This guideline is designed to help suppliers better understand their responsibilities regarding handling information outlined in Section 2.3 of the [Queensland Government Supplier Code of Conduct \(the Code\)](#). By adhering to these principles, suppliers can better protect information, uphold the integrity of the procurement and delivery processes and ensure the continuity of services.

For the purposes of this guideline, “information” refers to any data or information related to your contract with the Queensland Government, as well as information that you are required to keep, use, or supply during the procurement and delivery processes.

2. Key principles for handling information

2.1. Confidentiality

Protect sensitive information from unauthorised access or disclosure:

- Implement access controls to ensure only authorised personnel can access sensitive information.
- Use secure methods (e.g., encryption) to store and transmit sensitive data.
- Regularly review access permissions and revoke access when no longer required.
- Ensure all employees and subcontractors understand their obligations to maintain confidentiality.

2.2. Integrity

Ensure information is accurate, complete and protected from unauthorised modification:

- Use secure systems and processes to prevent unauthorised changes to data.
- Regularly audit and verify the accuracy of information.
- Implement version control and backup systems to maintain data integrity.

2.3. Availability

Ensure information and systems are accessible to authorised users when needed:

- Develop and maintain business continuity and disaster recovery plans.
- Regularly test systems to ensure they can withstand disruptions.
- Monitor systems to detect and address potential issues before they impact service delivery.

While this guideline provides overarching information, individual Queensland Government agencies may have their own specific procedures and requirements for handling information. Suppliers are encouraged to familiarise themselves with, and adhere to, the contracted agency’s procedures and overarching Queensland Government policies. Additionally, suppliers are strongly encouraged to be aware of and to consider aligning their practices with the [ISO 27001 standards](#) for information security management.