

## Camera surveillance systems and your privacy

Legal Aid Queensland is committed to ensuring that personal information collected in our offices by camera surveillance systems (i.e. 'CCTV') is handled in accordance with the Information Privacy Principles (IPPs) contained in the *Information Privacy Act 2009*.

### Purpose

Legal Aid Queensland uses camera surveillance to monitor and record activity in its offices for the following purposes:

- as a deterrence to inappropriate or criminal behaviour
- to ensure public and staff safety
- to assist in the protection of Legal Aid Queensland property and visitors' property
- to assist in crime investigation, should an incident occur
- to increase public perception of safety in LAQ offices.

### Security, Storage and Retention

CCTV footage is stored securely and will only be viewed and accessed by authorised officers. The footage is retained in accordance with the *Public Records Act 2002*.

### Release of footage to an agency (e.g. law enforcement)

CCTV footage may only be provided to an agency if Legal Aid Queensland is satisfied the information is necessary for one or more of the following:

- the prevention, detection, investigation, prosecution or punishment of criminal offences or breaches of laws
- the enforcement of laws relating to the confiscation of the proceeds of crime
- protection of the public revenue
- prevention, detection, investigation or remedying of seriously improper conduct
- preparation for, or conduct of, proceedings before any court or tribunal, or implementation of the orders of a court or tribunal.

### Public request for access to footage

Requests from the public for access to footage must be made on the Right to Information and Information Privacy Access Application Form found on the Legal Aid Queensland website. The decision as to whether to release footage is made in accordance with the *Right to Information Act 2009* and the *Information Privacy Act 2009*, and may only be made by the Chief Executive Officer or delegate.

### **Complaints about the way surveillance camera footage is collected, stored, used or disclosed**

If you believe Legal Aid Queensland has breached your privacy in relation to surveillance footage containing images of you, you may make a privacy complaint. Your complaint will be investigated in accordance with the Legal Aid Queensland's *Complaints Management Policy* and the *Information Privacy Act 2009*.

### **Further information**

For further information about privacy, please contact the Corporate Legal Services – Right to Information/Information Privacy by emailing [rti@legalaid.qld.gov.au](mailto:rti@legalaid.qld.gov.au) or call 1300 651 188.