

CCTV, social media, photography collection notice

Legal Aid WA (*we, us, our*) may collect personal information about you when you visit our premises, attend our events, or engage with us online. This notice explains how we collect and handle information through closed-circuit television (CCTV), photography and social media.

**Photography* includes audio, video (other than CCTV) as well as still image.

**Social media* includes Facebook, Instagram, YouTube, LinkedIn, TikTok and any other online platform we use.

We manage your personal information in accordance with the *Privacy and Responsible Information Sharing Act 2024 (WA)* and the *Legal Aid Commission Act 1976 (WA)*.

What personal information do we collect?

- your name (or pseudonym)
- your image, appearance or likeness
- your voice (e.g. in a video)
- publicly accessible information from your social media profile
- information generated by your online interactions with us

How do we collect personal information?

- CCTV – when you visit our premises (e.g. lobby, lifts, reception, public areas), but this does not include any areas where there is a reasonable expectation of privacy
- photography – when you attend our events, or events we participate in
- social media – when you send us messages, comment on our posts, or otherwise interact with our accounts
- we may also receive standard analytic information through social media platforms, such as:
 - demographic information
 - performance metrics

Why do we collect this information?

CCTV:

- to maintain security of our offices
- to ensure the safety of staff, clients and visitors
- to prevent, deter or respond to incidents
- to meet our work health and safety obligations

When you access or enter our premises, personal information may be collected, used and disclosed through CCTV as set out in this statement.

Photography and social media:

- to promote our events, services, staff and programs
- to share updates on our social media, website, or publications (e.g. annual report)
- to communicate with you and respond to your messages and comments

We will ask for your consent before using photos where you are reasonably identifiable, unless it is impractical to do so (for example, at large public events).

How do we store and protect this information?

- access to CCTV recordings is restricted to authorised personnel (such as security guards) only
- recordings are normally retained for a month and then erased, unless retained as part of an investigation, court proceeding or as determined by us
- direct messages you send us on social media are not published, but comments on our public posts can be viewed by others
- photographs published on our website, social media or other platforms remain public unless removed by us, or upon your request (provided it is reasonably possible)

When might we share this information with someone else?

We may share this information:

- publicly, including on our website, social media or publications, when photographs are used for the purposes listed above
- with service providers such as security contractors or IT support
- with law enforcement agencies (e.g. WA Police) where an incident or crime is suspected
- to respond to freedom of information requests
- where otherwise authorised or required by law


If you wish to request access or correct your personal information


Visit our [Freedom of Information](https://www.legalaid.wa.gov.au/get-legal-help/your-rights-client/freedom-information) webpage for more information
(<https://www.legalaid.wa.gov.au/get-legal-help/your-rights-client/freedom-information>).

If you have a question or want to make a complaint about privacy

For more information about how your personal information is handled, or to make a complaint, please contact Legal Aid's Privacy Officer:

 privacy@legalaid.wa.gov.au

 *Privacy Officer*
Legal Aid WA
PO Box L916
PERTH WA 6842

 In person at one of our offices, such as our Perth office at:
32 St Georges Terrace
PERTH WA 6000