

## InfoChat collection notice

Legal Aid WA (*we, us, our*) may collect personal information about you when you use the InfoChat function on our website ([www.legalaid.wa.gov.au](http://www.legalaid.wa.gov.au)).

InfoChat is operated by information officers that are not lawyers. They are officers that are trained to provide legal information, as well as triage and refer you to appropriate services. In some cases, it may be required that an information officer call and speak with you about your enquiry.

**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 do we collect?

We collect very limited information when you communicate with us through the InfoChat function. Any personal information collected is generally not identifiable to you as an individual.

If required, we may need to contact you directly by phone or email to help. In that case, your personal information may be recorded, and you should refer to the [Information, Advice & Representation collection notice](#) for more information.

### Do you need to tell us your name?

When you interact with us through InfoChat, you can choose not to provide your real name and instead provide a pseudonym. If we contact you directly or you engage with another one of our services, you may be required to provide your real name to receive assistance.

### How do we collect personal information?

Most of the information that we may collect is obtained directly from you. As the InfoChat option is only accessible via our website, some technical information may be collected indirectly – refer to our [Website \(general\) collection notice](#) for more information.

### Why do we collect this information?

- to respond to your enquiry
- to determine your suitability for services (e.g. we may ask if you identify as an Aboriginal and Torres Strait Islander person to refer you to Legal Yarn)
- for reporting and statistical purposes

### When might we share this information with someone else?

We may share your information in certain circumstances, such as those below.


- with service providers (such as Amazon Web Services)
- with services, teams and organisations (where you request or consent to this)
- 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](mailto: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