

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).

The 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 *Legal Aid Commission Act 1978 (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)
- where otherwise authorised or required by law

This notice will take complete effect from 1 July 2026.

Last updated: 16.04.2026.