

Camera Surveillance Systems and Privacy – IPP5

The Department of Communities, Disability Services and Seniors (the department) is committed to ensuring that personal information collected by surveillance camera systems is handled in accordance with the Information Privacy Principles (IPPs) contained in the *Information Privacy Act 2009* (Qld).

Purpose

The department uses surveillance camera systems to monitor and record activity for a range of purposes, including to provide a safe and secure environment for departmental staff, clients and the general public; and for property protection and crime prevention.

Security, Storage and Retention

Footage is stored securely and will only be viewed and accessed by authorised people. The footage is retained in accordance with the *Public Records Act 2002*, which in most cases is 30 – 90 days, unless it is required for official purposes, or as a public record.

Disclosure

Footage may be accessed by third parties in accordance with IPP11. Reasons for disclosing information include:

- for law enforcement purposes;
- for official investigations;
- where individuals have agreed to the disclosure of their information;
- where it is necessary for the health, safety or welfare of individuals or public health reasons; or
- when otherwise required by law, including under the *Right to Information Act 2009*.

Public request for access

You may apply to access your personal information, including surveillance camera footage, under the *Right to Information Act 2009* and *Information Privacy Act 2009*.

Applications must be made to the department's service provider, i.e. Information Access and Amendment Unit. Application forms can be downloaded from the [Right to Information](#) web page or obtained from the Information Access and Amendment Unit (contact information below).

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

If you believe that the department has breached your privacy in relation to surveillance footage containing images of you, you may make a privacy complaint to the department. Your complaint will be investigated in accordance with the department's Complaints Management Policy.

For more information on how to make a complaint, please contact the department's Complaint Unit via the information below:

Complaints Unit
Department of Communities, Disability Services and Seniors
Phone: 1800 491 467 (free call)
Email: feedback@communities.qld.gov.au
Address: GPO Box 806, Brisbane, Qld, 4001

If you are not satisfied with the department's response, or the department has not responded to your complaint within 45 business days, you may refer your privacy complaint to the Office of the Information Commissioner (OIC). For more information, visit the OIC website at www.oic.qld.gov.au.

Further information

For **privacy matters**, contact the Manager, Office of the Assistant Director-General, Corporate Services, Department of Communities, Disability Services and Seniors on (07) 3238 7619 or refer to the department's [Privacy](#) website.

For **information access and amendment matters**, call 1800 809 078, email rti@csyw.qld.gov.au or refer to the department's [Right to Information](#) website.

July 2019

Version Control

(This page must be completed. It is for internal business area purposes only and is to be removed prior to publication on the intranet)

Title: Surveillance Cameras Privacy

Version No.	Version date	Prepared by	Reviewed by	Amendment description
2.0	17/07/2019	Kaitlyn Barrett	Kaitlyn Barrett	<p>Updated references to the former department, made content changes as per Dennis Adam's changes which were emailed 11/07/2019.</p> <p>Added Kathryn Sargent's details (Manager of ADG Corp Services) as verbally confirmed by Scott/Neil 17/07/19.</p> <p>Privacy Complaints falls under the Complaints Team as per the internet.</p>