

## Camera Surveillance Systems and Privacy – IPP5

The Department of Communities, Child Safety and Disability Services (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

Surveillance camera systems are used by the department to monitor and record activity for a range of purposes including, providing a safe and secure environment for departmental staff, clients and the general public, as well as for property protection and crime prevention. Appropriate signage has been installed in either the immediate or general vicinity of cameras to advise that cameras are in operation.

### Security, Storage and Retention

The 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 can 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 Information Access and Amendment Unit of the department. Application forms can be downloaded from the department's website or by contacting the department's Information Access and Amendment Unit on 1800 809 078.

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

If you believe 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 further information on how to make a complaint please contact the department's Complaints and Review Unit: Phone: (07) 3224 7179, Fax: (07) 3225 1912, Email: [complain@communities.qld.gov.au](mailto:complain@communities.qld.gov.au).

If the complaint is about a breach of privacy which occurred on or after 1 December 2009, and you are not satisfied with the department's response or the department has not responded within 45 business days of your complaint, 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](http://www.oic.qld.gov.au).

### Further information

For further information on privacy contact the department's Information Privacy Unit, on 3224 2935 or refer to [www.privacy.qld.gov.au](http://www.privacy.qld.gov.au).