

Camera surveillance systems and privacy

Information Privacy Principle (IPP) 5

The Department of Child Safety, Seniors and Disability Services (the department) is committed to ensuring that personal information it collects by surveillance camera systems is handled in accordance with the Privacy Principles (IPPs) 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.

Appropriate signage has been installed in the immediate or general vicinity of cameras to inform you that cameras are operating.

Security, storage and retention

Footage is stored securely and can only be accessed by authorised people.

It is retained in accordance with the *Public Records Act 2002* (usually 30 – 90 days) unless it is required for official purposes or must be retained as a public record.

Disclosure

Footage may be disclosed to 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
- if it is necessary for the health, safety or welfare of individuals or the public
- when otherwise required by law, including under the *Right to Information Act 2009*.

Requests for access

You may apply to access your personal information, including surveillance camera

footage, under the *Right to Information Act 2009* or *Information Privacy Act 2009*.

Applications must be made to the department's Information Access and Amendment Unit. Application forms may be downloaded from the department's [Right to Information](#) webpage or obtained from the department's Information Access and Amendment Unit (details below).

Complaints about surveillance camera footage and privacy

If you believe that the department has breached your privacy in relation to surveillance footage containing your image, you may make a privacy complaint to the department using the complaint form on the department's [Information Privacy](#) webpage.

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 Complaints team (details below).

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

More information

- For **privacy complaint** matters
Ph: 1800 080 464
E: feedback@dcssds.qld.gov.au
W: the department's [Complaints](#) webpage
- For **information access and amendment** matters
Ph: 1800 809 078
E rti@dcssds.qld.gov.au
W: [Right to Information](#) webpage