

# Top Privacy Tips: Drones



Queensland government agencies using drones to record images and audio must comply with the privacy obligations in the *Information Privacy Act 2009* (Qld).

Here's our tips for operating drones in a privacy-respectful way:

## 1 Have a clearly defined purpose

This will enable you to identify what information needs to be collected, ensure this information is complete and relevant and minimise potential drone intrusions.

## 2 Know the laws

Be aware of and comply with all applicable laws, such as civil aviation regulations or laws about audio recording of conversations.

## 3 Design the drone program with privacy in mind

Building in privacy protections at the outset enables you to address issues more easily. Conducting a privacy impact assessment is highly recommended.

## 4 Engage with the community

People will - understandably - be concerned if they don't know who is filming them, what the footage will be used for or where the footage could end up. Have a clear and comprehensive communication strategy for informing the community about your drone use.

## 5 Develop policies and procedures to govern drone activities

Meet your privacy obligations by having clear protocols and policies for using drones, and communicate these to staff.

## 6 Secure personal information captured by the drone

Information can end up in the wrong hands if the drone or its signal is intercepted, lost or stolen. Take all reasonable steps to safeguard the information in the air and on the land.

## 7 Ensure contracted service providers comply with privacy obligations

If a contracted service provider will operate the drone or manage information collected by the drone, take all reasonable steps to contractually bind them to comply with the privacy principles.

## 8 Enable the community to exercise their right to access information held by government

The community cannot request access to information if they do not know it exists. Update your agency's list of personal information holdings to include information collected by drones.

