**Collection Notice – Client Satisfaction survey 2021–22**

Victoria Legal Aid (VLA) values and is committed to protecting your privacy and processing your personal information fairly and lawfully in compliance with Privacy Laws.

This Collection Notice applies to information collected through this survey. For information about our broader collection, use, and disclosure of personal information, please visit [How we handle personal information](https://www.legalaid.vic.gov.au/get-legal-services-and-advice/your-rights-client/how-we-handle-personal-information).

## Why is VLA collecting information from you?

You will help VLA improve its services by completing this survey.

The information from the survey is being collected by VLA to:

* measure your perception and experience of VLA services;
* help VLA make decisions about the services provided in the future;
* report findings to government and stakeholders such as the Commonwealth Government and Dept of Justice and Community Safety Victoria.

## Who will VLA disclose your information to?

VLA is inviting some clients to participate in this online survey. All responses are confidential.

### Publication on VLA website

VLA will publish the findings of this survey on its website. VLA will not disclose your identity. The published findings will only have aggregated survey results. You can view previous client satisfaction survey findings by going to [legalaid.vic.gov.au.](https://www.legalaid.vic.gov.au/about-us/what-we-do/research-and-analysis/client-satisfaction-surveys)

### Government

VLA will not disclose your identity unless we are required by law to do so.

## Accuracy and access to information

We take all reasonable steps to ensure that the information we hold is accurate and complete and that it is protected from misuse, loss, unauthorised access or disclosure. We will only retain your personal information for as long as required for the purpose it was collected. We will not disclose your personal information to anybody else unless you have given consent, or we are authorised or required to do so by law. If you have questions about your data, or would like to access your data while the survey is open or within 14 days of the survey closing, you can contact [surveys@vla.vic.gov.au](mailto:surveys@vla.vic.gov.au).

## Do I have to complete this survey?

You do not have to complete the survey. It is voluntary. If you refuse your lawyer will still give you the same help. If you are not sure, please do not agree to complete this survey.