

# **Policy on Public Closed Circuit Television Systems (CCTV)**

## **Background**

The use of CCTV systems has been shown to be an important strategy in improving safety and increasing community confidence in the public area.

The CCTV system captures and records images of people, buildings and can be focused on a particular area should this be required. The CCTV system also has the capability to capture audio. This type of record can be 'personal information', which is protected under the privacy legislation (insert the legislation in here or whatever Act it is under). As a result, the appropriate measures are taken to securely store CCTV records to avoid misuse and in order to maintain public confidence in the use of the CCTV system.

## **Scope**

This Policy establishes the primary purposes of, and the standards required for, the Collection, viewing, downloading and use of CCTV images captured.

## **Objectives and Purposes of CCTV**

The installation and use of CCTV is to respond to the following key objectives:

- to reduce the fear of crime and reassure the public
- to prevent, deter and detect crime, criminal damage, public disorder, unlawful behavior and inappropriate conduct
- CCTV systems collect information for a wide range of reasons. The main purpose of the

Collection of information via CCTV is to:

- monitor, identify, apprehend and prosecute offenders in relation to crime, criminal damage, public disorder, road traffic accidents and harassment;
- investigate complaints or offences and provide the Police, Department of Lands and Planning, and other service providers with evidence upon which to take criminal, civil and disciplinary actions

## **Collection, Use and Disclosure**

The images collected by the CCTV system on the bus network are ‘information’ under the Information Act (VIC?). As such, the Act and the associated Information Privacy Principles govern the collection, use, management and disclosure of CCTV images.

Under the Act, CCTV images may also constitute ‘personal information’. The privacy regime in the Act protects personal information. Nevertheless, personal information is permitted to be disclosed or used for the purpose for which it was collected. This means service providers are permitted to disclose information collected by CCTV to authorized staff of the Department and Police for the primary purposes outlined in this Policy.

## **Security and Protection**

CCTV data can be exposed to a range of internal and external security risks including tampering, misuse or loss of personal information. Physical and electronic security of images is critical to the integrity of the system. Organizations are to take reasonable steps to ensure that the personal information they hold is appropriately protected in terms of good records management procedures, good internal security and good external security.

In particular, service providers and Department staff are required to ensure:

- clear policies and procedures are developed with respect to operational and system management that meet the requirements of the Act and applicable Australian law

## **Standards**

- CCTV equipment, control room, monitors, footage and images are kept secure at all times and are protected from unauthorised access;
- Access to and operation of CCTV, including viewing monitors and footage, is strictly limited to fully trained authorised staff of an appropriate managerial level, for operational and official purposes only;
- The CCTV system has a high level of data security including encryption and authentication processes, with all access by personnel uniquely identified and logged electronically;
- operating staff are adequately trained in the use of CCTV and any applicable policies and procedures, including confidentiality and privacy requirements.
- The CCTV system is not to be used in a manner intended solely to invade the privacy of any individual, which is frivolous, for private purposes or otherwise inconsistent with the objectives and Purpose outlined above.

## **Signage**

The public is entitled to be on notice that an area is subject to CCTV surveillance. An awareness of the existence of CCTV can deter inappropriate conduct and may help alleviate concerns about intrusions into privacy.

Signage on the use of CCTV is to be displayed in all areas where CCTV is operating.

## **Operation, Quality and Maintenance**

The usefulness of CCTV is dependent on the equipment performing continuously and the images being of a sufficient quality for identification and evidential purposes. CCTV systems are to provide images of a sufficient quality and in a suitable format for tendering as evidence in the courts and contain appropriate identifiers, including a date and time stamp.

Procedures and programs are to be implemented to ensure that CCTV equipment is and continues to be:

- Fully operational, including a daily functionality check, with malfunctions promptly rectified;
- Positioned appropriately such that cameras capture an appropriate field of view;
- Maintained routinely in line with manufacturer's specifications, with faults promptly repaired;
- Synchronised with the appropriate time standard.

## **Data Retention, Incident Recording and Reporting**

CCTV data at interchanges is to be retained for a minimum of 14 days, as a means of meeting the Objectives and Purpose of this policy, all known incidents recorded by CCTV are to be downloaded and reported to the Contact below in accordance with agreed procedures.

Such images will be securely stored and retained until such time as they are no longer needed for any purpose.

## **Breach of this Policy**

Breaches of this Policy may be investigated by the Department. The Department reserves the right to apply contractual or disciplinary sanctions for breaches of this policy and may, if appropriate, refer the matter to the Police.

## **Documentation**

To support this Policy, the following documentation is to be maintained by CCTV administrators and kept in either electronic or hard copy form and be made available to the Department for audit:

1. Copies of all CCTV policies and procedures;
2. A list of authorized staff;
3. A register of all recorded images copied and released and to whom;
4. Records of staff training with respect to CCTV, including the training package;
5. A log of the results of daily functionality checks and actions taken;