

# CCTV SURVEILLANCE POLICY



## PURPOSE

The purpose of The Neighbourhood Hub's (TNH) surveillance camera monitoring and recording is:

- to provide an environment which is safe, secure and supportive for all employees, volunteers, clients and community members.
- to ensure that its physical assets and resources are safe, secure and used appropriately
- to assist in preventing crime, misconduct, theft and damage to property; and in identifying offenders

Should an incident occur, recordings may be provided as evidence to law enforcement agencies, such as the police, to assist with enquiries, investigations or prosecutions.

## PRINCIPLES

The operation of the CCTV system will be:

In accordance with Australian legislative requirements and applicable laws  
Operated ethically with due regard to the privacy and civil liberties of members of the public and employees

## SCOPE

This policy governs TNH use and location of surveillance cameras and the subsequent recording, monitoring, storage, access and use of recorded material.

It also applies to all premises from which The Neighbourhood Hub conducts its business at the following workplace locations:

- 4 and 6 George Street, Mackay; and
- 43 Shakespeare Street, Mackay

This policy applies to any person, whether an employee, volunteer, contractor, service provider, community member or otherwise to the extent the person or an activity being undertaken by the person, is captured by surveillance cameras when on or near the location of the Neighbourhood Hub.

## CAMERA SURVEILLANCE

Camera Surveillance is surveillance by means of a camera that monitors and records visual images of activities on The Neighbourhood premises.

The Neighbourhood Hub management has considered the privacy of individuals when determining the location of each camera installed, to prevent or minimise recordings of passers-by or another person's private property. Adequate signage will be placed at each camera location to alert individuals to the camera's operation.

The camera surveillance operates 24 hours a day, 7 days a week and cameras are motion activated



## **STORAGE & SECURITY OF RECORDINGS**

Live viewing of surveillance footage may be undertaken by authorised employees for monitoring purposes, however viewing of stored footage is by application only.

Images recorded by surveillance cameras are securely stored and are only accessible by authorised employees. The digital files are stored for approx. 14 days after which time they are programmed to be automatically over-written unless required for law enforcement purposes or in relation to a specific business incident identified within the retention period, such as a workplace health and safety or environmental incident. Controlled access to the secured footage is strictly maintained and a log of access kept.

Copies of recordings will not be made for other purposes unless they are relevant to the purpose of surveillance or are required by law. Any copies made are logged and stored in a securely locked area.

## **THIRD PARTY ACCESS TO RECORDINGS**

Recordings may be shown or released to a third party in the following circumstances:

- To the police or other law enforcement agencies in relation to criminal or unlawful acts
- To a regulator, such as Workplace Health & Safety Officer or Environmental Officer, in relation to the investigation of an offence
- When required by law, e.g. pursuant to a court order
- As required by The Neighbourhood Hub to pursue, defend or otherwise participate in an action or proceeding before a court, tribunal, commission of enquiry or other dispute resolution body
- To the prescribed Insurance Provider
- To the Management Committee or legal representatives in relation to an alleged incident of serious misconduct by a The Neighbourhood Hub employee or contractor.
- Pursuant to an access request under the Information Privacy Act 2009 (Qld)

## **SECURITY CONTRACTORS/ COMPANIES**

The Neighbourhood Hub will ensure that any third party contractor or service provider who has access to, or control of, a security system or surveillance camera on behalf of The Neighbourhood Hub is bound by and subject to this policy (or such other policy that provides at least the same or better protections), and relevant laws and regulations relating to the protection of personal information and data.

## **COMMUNICATION OF THIS POLICY**

This Policy will be uploaded to The Neighbourhood Hub website and reasonable action will be taken to provide information on this policy to any person, whether an employee, volunteer, contractor, service provider or community member and to where the Policy can be accessed.