



QBCC Camera Surveillance Policy

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Document Review

Role	Name	Signature	Date
Manager RTI/IP	Joan Middleton		September 2021

Document Approval

Role	Name	Signature	Date
A/Director Legal Services	Emily Plucknett		September 2021

1 Policy Statement

The QBCC Camera Surveillance Policy (CCTV Policy) supports the use of surveillance cameras in its Brisbane Office and Regional Service Centres to protect the safety of its employees, its contractors or service providers, its customers, its property and the data it holds, in accordance with the requirements of the *Information Privacy Act 2009* and other relevant legislation addressed in this Policy.

1.1 Purpose

The CCTV systems will be operated in accordance with relevant legislation and for the purposes for which it was intended:

- To assist in the protection of QBCC employees, contractors and customers;
- To act as a deterrent to create safer QBCC office environments;
- To assist police or other law enforcement agencies in the investigation and prosecution of a criminal offences, as may be required if an offence was to occur in a QBCC office or adjacent carpark area.

1.2 Scope

This Policy applies to:

- Surveillance cameras and systems established or controlled by QBCC in Brisbane and Regional Service Centres and carpark areas;
- All QBCC employees including employees, contractors and service providers involved with installation, management and monitoring of the camera systems.

2 Guiding Principles for operation of the CCTV systems

QBCC has established guidelines for the operation use and disclosure of the camera surveillance equipment and footage to ensure the QBCC meets the purpose for security and protection for which they were installed as well as meeting the requirements of:

- The *Information Privacy Act 2009* and the Information Privacy Principles (IPP's);
- The *Right to Information Act 2009*;
- The *Human Rights Act 2019*;
- The *Public Records Act*;

- The *Security Providers Act 1993*;
- The *Crime and Corruption Act 2001*.

2.1 Installation of cameras

Cameras should be placed strategically to best ensure that cameras do not capture footage that is not relevant to the purpose of security and protection nor encroach on an individual's privacy. CCTV systems should be sourced that meet the QBCC's requirements.

2.2 Security of footage

Regular checks and audits should be conducted to ensure that documentation systems are functioning effectively.

Only authorised QBCC officers are allowed access to review footage, and password security is utilised to ensure camera surveillance footage is protected against loss, unauthorised access, disclosure, modification or other misuse. In the QBCC offices where the monitors are stored in a secure room, access is given to only authorised QBCC officers.

Training may be required to be able to gain access to the footage, or to extract it, if required. If an appropriate training manual is not available, the security firm who supplied the surveillance system should be approached to assist an authorised officer to review footage, and save incident footage if required.

2.3 Applying relevant recordkeeping practices

If an incident should occur and an investigation carried out, the relevant footage is to be kept as a record for 12 months after the investigation is finalised, in line with Queensland State Archives Retention and Disposal Schedule. Any footage and information relating to the investigation should be placed on the relevant case file and access controls updated accordingly.

2.4 Collection or Privacy Notice

In accordance with the IPP's in relation to the collection of personal information, the QBCC must not collect personal information in a way that is unfair, or is unlawful. As the QBCC is collecting personal information on CCT systems, the QBCC must take all reasonable steps to ensure that individuals including staff, customers and visitors to QBCC buildings are aware that their personal information may be captured on the CCT footage, and aware of the purpose of the collection.

To comply with the relevant IPP's, a privacy notice is required to be displayed in the vicinity of the cameras, containing:

- The purposes the personal information is being collected;
- The use and disclosure of the personal information;

- A contact for QBCC RTI and Privacy Unit, via the contact centre number 139 333.

Please ensure a copy is kept in the vicinity of the cameras. If more notices are required please contact rti@qbcc.qld.gov.au

2.5 Use and Disclosure

When QBCC intends to use surveillance records containing personal information, it must comply with the IPP's.

If an individual requests a copy of their footage, contact the RTI and Privacy unit for advice. As the footage may be overwritten after 7-30 days, depending on which office, the request needs to be handled promptly. Images are able to be copied successfully within the retained timeframe. If camera surveillance footage shows a single individual who is requesting the footage, access could be provided informally under the QBCC Administrative Access Scheme. However, care must be taken in dealing with such a request, as it would be a breach of the IPP's to allow the person access to images of another individual in the footage.

If another law enforcement agency requires a copy of footage for an investigation, unless it is a matter of urgency, a written request in accordance with IPP11 should be emailed to rti@qbcc.qld.gov.au by a director or high ranking policeman, detective, or similar officer, outlining the reason for the request is required (for instance, to prevent serious threats to health safety or welfare or for law enforcement).

Contact the RTI and Privacy Unit for advice relating to requests of this nature. If it is a matter of urgency, a QBCC Director, Manager or RTI & Privacy Officer could approve access to the relevant footage. All relevant information in relation to the disclosure is to be recorded on ECM. An Administration and Facilities Management Senior Officer would be able to assist with providing the footage required.

3 QBCC CCTV Register

The number of cameras in each office and carpark that are controlled by QBCC are as follows, noting all footage is kept within Australia:

- 144 Building – 6 cameras, footage retained for 30 days;
- 299 Building – 19 cameras, footage retained for 30 days;
- Cairns – 12 cameras, footage retained for 30 days;
- Mackay – 13 cameras, storage up to 128GB;
- Rockhampton – 4 cameras, footage retained for 30 days;
- Townsville – 6 cameras, footage retained for 30 days;
- Gold Coast – No cameras (Managed by Robina Town Centre Management)
- Maryborough – 4 cameras, footage retained for 30 days;

- Sunshine Coast – 4 cameras, footage retained for 7 days;
- Toowoomba – 3 cameras, storage limits uncertain.

4 Related documents

Document and legislation of relevance and related to this Policy include:

- OIC Camera Surveillance and Privacy Guidelines Queensland
- State Archives Retention and Disposal Schedule
- Privacy Notice for CCTV cameras
- The *Information Privacy Act 2009* and the Information Privacy Principles (IPP's);
- The *Right to Information Act 2009*;
- The *Human Rights Act 2019*;
- The *Public Records Act*;
- The *Security Providers Act 1993*;
- The *Crime and Corruption Act 2001*.