

CCTV installation and review - Privacy Officer checklist

Prior to CCTV installation the application form for installation of CCTV (CCTV business plan) must be completed and approved by Council.

This checklist will be used by Council as a guide to determine whether a CCTV application for installation is appropriate and compliant to be approved, it will also be used to review and audit the suitability of existing CCTV.

CCTV operations must meet most / all of the criteria in the “Yes” column and none of the criteria in the “No” column.

	Yes	No
Part 1 – CCTV is suitable		
CCTV is permitted in the area	<input type="checkbox"/> Council owns and manages the space <input type="checkbox"/> Visitors are aware they are being monitored through CCTV when in the area (through signage and visible cameras)	<input type="checkbox"/> Privately owned spaces, or spaces not owned or managed by Council <input type="checkbox"/> Public spaces with restricted access for privacy reasons (toilet cubicles, private rooms, changing room etc.)
There is a need for CCTV	<input type="checkbox"/> Crime enforcement and prevention: It may detect and capture evidence of crime, or deter crime – in a problem area (evidence/statistics suggest a problem area) <input type="checkbox"/> Safety reasons: It may allow a quick response to traffic accidents or other emergency situations (evidence / statistics suggest that area is vulnerable to emergency situations) <input type="checkbox"/> Collecting CCTV footage is connected to a function or activity of SDC <input type="checkbox"/> Community views have been identified, considered and consultation has occurred where required <input type="checkbox"/> Other (only in rare circumstances) evidence for need supplied	<input type="checkbox"/> The need for CCTV is unclear <input type="checkbox"/> There is no documented evidence or justification for the need to deter crime or emergencies in the area, but it has been requested “just in case”. <input type="checkbox"/> There has been a one-off incident not indicative of an ongoing problem.

<p>The specific issue will be addressed by the CCTV</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Crime prevention: evidence provided that similar CCTV has reduced the problem issue <input type="checkbox"/> Safety: Evidence that similar CCTV has improved safety issue <input type="checkbox"/> Other (only in rare circumstances) evidence for how issue will be improved by CCTV supplied 	<ul style="list-style-type: none"> <input type="checkbox"/> No evidence the problem will be addressed by CCTV – likely to continue irrespective of CCTV or occur in another location <input type="checkbox"/> Another solution would result in a better outcome (i.e. signage highlighting safety concerns, improved barriers, increased security staff etc.) <input type="checkbox"/> Other solutions have not been identified or considered
<p>There is a plan that outlines the purpose and expected outcomes of the CCTV to be installed</p>	<ul style="list-style-type: none"> <input type="checkbox"/> The purpose of the system and the anticipated outcomes are clearly articulated in a plan (e.g. reduction in crime percentage of 20% expected) <input type="checkbox"/> The CCTV is never used for any other purpose <input type="checkbox"/> CCTV forms part of a wider plan to address the issue <input type="checkbox"/> For Crime related issues, a Crime Prevention Through Environment Design assessment has been completed 	<ul style="list-style-type: none"> <input type="checkbox"/> The purpose of the system and the anticipated outcomes are poorly defined or too general / non-specific <input type="checkbox"/> It is not possible to measure whether the expected outcomes have been achieved <input type="checkbox"/> The CCTV purpose is likely to be changed / used for another purpose (i.e. to record visitor numbers instead of deterring crime).
<p>Covert CCTV has been requested</p>	<ul style="list-style-type: none"> <input type="checkbox"/> There are no suitable alternatives to covert CCTV to address the issue. <input type="checkbox"/> Overt CCTV would prejudice the purposes of the collection <input type="checkbox"/> Covert CCTV adheres to the law <input type="checkbox"/> Addresses a significant issue which justifies the reputational risk of conducting covert surveillance 	<ul style="list-style-type: none"> <input type="checkbox"/> Does not address the issue better than overt CCTV and alternative methods combined <input type="checkbox"/> Does not address the issue better than overt CCTV <input type="checkbox"/> The purpose for CCTV being Covert is not related to SDC's functions
<p>Part 2 – there is an operational plan for the CCTV cameras</p>		
<p>The relevant equipment and costs are included</p>	<ul style="list-style-type: none"> <input type="checkbox"/> The specific equipment – model and make for capturing and viewing the CCTV is outlined <input type="checkbox"/> Cost estimates/quotes for the initial set-up of equipment and maintenance of equipment are included from at least two providers 	<ul style="list-style-type: none"> <input type="checkbox"/> No specific equipment is outlined in plan <input type="checkbox"/> Functionality of equipment varies widely between possible models chosen <input type="checkbox"/> Functionality doesn't meet the purpose of the CCTV (i.e. camera of low resolution unable to record face

	<ul style="list-style-type: none"> <input type="checkbox"/> Functionality of the equipment are included – i.e. pan and zoom, wireless, automatic facial recognition, audio, privacy enhancing technology. <input type="checkbox"/> Justification for the equipment and functions chosen and how it meets the purpose of the CCTV (i.e. high resolution required for identifying faces) <input type="checkbox"/> Funding streams for costs are included 	<p>details will not be suitable for capturing evidence of who committed a crime)</p> <ul style="list-style-type: none"> <input type="checkbox"/> No costs or funding suggestions included
<p>Location / field of vision of camera and signs are included</p>	<ul style="list-style-type: none"> <input type="checkbox"/> The exact location of the camera and the distance it can view in any direction is included <input type="checkbox"/> The camera location is a permanent location and there is an ongoing need for CCTV <input type="checkbox"/> The camera location is temporary and there is a short-term need for CCTV <input type="checkbox"/> The location of signs are included, these should be at the perimeter of the CCTV range and on or near the camera 	<ul style="list-style-type: none"> <input type="checkbox"/> Camera positioned in such a way as the field of vision captures a private area – i.e. private homes, windows, bathrooms, changing rooms <input type="checkbox"/> The CCTV is permanent and there is a short-term need <input type="checkbox"/> It is not clear where the signs designating the CCTV are located <input type="checkbox"/> Camera is portable but without a clear plan for all locations and fields of view of the camera
<p>Operation times included</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Cameras operate at times that will fulfill their purpose -i.e. at nights and weekends when crime is high and security staff are not available 	<ul style="list-style-type: none"> <input type="checkbox"/> No consideration is given to operating times <input type="checkbox"/> Cameras are continuously operating without a specific need
<p>Equipment operators and their responsibilities included</p>	<ul style="list-style-type: none"> <input type="checkbox"/> There is a designated operator who holds overall responsibility for the CCTV <input type="checkbox"/> Where possible/applicable there is a memorandum of understanding with Police to manage and monitor CCTV and the memorandum is attached to the business plan <input type="checkbox"/> A detailed list of camera operators and maintenance users, their access and rationale is included <input type="checkbox"/> A maintenance schedule for ensuring cameras are operational is included 	<ul style="list-style-type: none"> <input type="checkbox"/> It is not clear who holds overall responsibility for the CCTV <input type="checkbox"/> Too many groups or individuals will have access to cameras increasing the risk of tampering <input type="checkbox"/> Maintenance of cameras not considered <input type="checkbox"/> A memorandum of understanding with Police would be suitable but has not been considered /arranged <input type="checkbox"/> Any persons can operate/directly access cameras and/or footage for no genuine reason.

Part 3: There is a plan for the data / images collected from CCTV

<p>Monitoring guidelines</p>	<ul style="list-style-type: none"> <input type="checkbox"/> There is a detailed explanation of how CCTV content will be monitored, this includes; <input type="checkbox"/> When a crime or potential crime has been committed, CCTV is likely to provide factual information and the purpose of the CCTV is deter or detect crime <input type="checkbox"/> Where monitoring CCTV will protect the health or life of an individual or to prevent a serious and imminent threat to public health and safety <input type="checkbox"/> When monitoring CCTV will ensure the security and safety of employees in vulnerable occupations (those working alone or with potentially volatile customer interactions) <input type="checkbox"/> When requested by Police or other legally permitted officials in order to uphold the law 	<ul style="list-style-type: none"> <input type="checkbox"/> There are no guidelines given for how CCTV will be monitored <input type="checkbox"/> The monitoring guidelines include 'routine checking' for no specific purpose <input type="checkbox"/> The monitoring guidelines are not reflective of the purpose for the CCTV
<p>Escalation of incidents</p>	<ul style="list-style-type: none"> <input type="checkbox"/> It is outlined how staff monitoring CCTV should escalate an incident, including; <input type="checkbox"/> Where SDC staff or operators become aware of illegal or suspect activity, this is immediately escalated to the Privacy Officer (who may involve Police) 	<ul style="list-style-type: none"> <input type="checkbox"/> There are no guidelines given for how incidents will be escalated <input type="checkbox"/> Escalation does not include involving the Privacy Officer where illegal or suspect activity is discovered
<p>Retention strategy</p>	<ul style="list-style-type: none"> <input type="checkbox"/> It is outlined how long CCTV footage will be retained for, including: <input type="checkbox"/> For the purposes of detecting and deterring crime, CCTV data is kept for 4 weeks (in order to allow sufficient time for activity to come to light). Any footage older than 4 weeks will be surplus to requirements and be permanently erased. This will lessen the likelihood of data being used for reasons other than detecting and deterring crime. <input type="checkbox"/> CCTV footage is not retained any longer than is necessary for the intended purpose 	<ul style="list-style-type: none"> <input type="checkbox"/> CCTV footage is retained indefinitely "just in case" <input type="checkbox"/> CCTV footage is not retained long enough to achieve its intended purpose

	<ul style="list-style-type: none"> <input type="checkbox"/> Where an event or incident is subject to investigation, enforcement or legal process, CCTV footage is retained for as long as required to complete this process 	
Part 4 – risk mitigation is in place for CCTV		
Risks of the CCTV have been identified	<ul style="list-style-type: none"> <input type="checkbox"/> It is acknowledged that CCTV may breach privacy if mishandled, controls will be implemented to mitigate misuse <input type="checkbox"/> Unauthorised access – steps have been taken to encrypt and protect unauthorized access <input type="checkbox"/> Cameras may be damaged resulting in cost to repair / replace <input type="checkbox"/> The benefits of installing CCTV significantly outweigh any minor risks involved 	<ul style="list-style-type: none"> <input type="checkbox"/> Risks not identified or considered <input type="checkbox"/> The installation of CCTV and appropriate signage may result in an area becoming more dangerous by distracting and/or antagonizing the public <input type="checkbox"/> The benefits of installing CCTV are minor and do not significantly outweigh the risks involved <input type="checkbox"/> The CCTV may move the problem to another location
How the public will be made aware of the CCTV	<ul style="list-style-type: none"> <input type="checkbox"/> Message signs are simple and clear i.e. “crime prevention cameras in operation” <input type="checkbox"/> Customers can request access to the camera plan/ these guidelines on request <input type="checkbox"/> SDC Privacy Policy is already published on our website <input type="checkbox"/> When permanent installation of cameras that may affect a large number of people is being considered, the communications team will release media notices prior to installation to inform the general public <input type="checkbox"/> It is obvious who to contact for more information – i.e. SDC logo on signpost 	<ul style="list-style-type: none"> <input type="checkbox"/> Signposts do not include the reason for the monitoring <input type="checkbox"/> Signposts do not make it clear who is operating the CCTV <input type="checkbox"/> Cameras have been installed in a public place affecting a large number of people, and did not go through a consultation process.
Access to data	<ul style="list-style-type: none"> <input type="checkbox"/> All those wanting to access CCTV data (including Police) must complete a request form (see supplementary forms) <input type="checkbox"/> Who will assess access requests is identified 	<ul style="list-style-type: none"> <input type="checkbox"/> There is no official information request made or recorded but access is granted <input type="checkbox"/> Access requests are ignored, or responded to after 20 days

	<ul style="list-style-type: none"> <input type="checkbox"/> Access will be granted where it is required for court or tribunal proceedings <input type="checkbox"/> Access will be granted where it is necessary for a public sector agency to uphold the law <input type="checkbox"/> Access will be granted where an individual has consented to it, and this access does not impact on the privacy of others <input type="checkbox"/> A log is kept of all requests for information and whether they have been granted <input type="checkbox"/> Data requests must be responded to within 20 days <input type="checkbox"/> If a request is denied, the reasons for denying the request are made explicit 	<ul style="list-style-type: none"> <input type="checkbox"/> Access request is frivolous, vexatious or trivial and considered in all cases an abuse of the right to access. Obtain legal advice/management approval to use <p>Refer here for Privacy Act guidance</p> <p>Refer here for LGOIMA guidance</p>
Distribution of images	<ul style="list-style-type: none"> <input type="checkbox"/> Access to images is only granted in approved situations (see above – access to data) <input type="checkbox"/> The privacy of other individuals is not breached when information is shared – faces may be blurred or pixelated to retain privacy <input type="checkbox"/> Individuals view footage at an SDC approved premises and are not permitted to make or take away copies of footage which could then be distributed or tampered with 	<ul style="list-style-type: none"> <input type="checkbox"/> Image requests are granted to all those who ask <input type="checkbox"/> Individuals are emailed, or allowed to download a copy of footage, which could be easily shared/uploaded to the internet. <input type="checkbox"/> CCTV images displayed where the public can access them – i.e. a public notice board, group email, or chat
Accuracy of images	<ul style="list-style-type: none"> <input type="checkbox"/> If CCTV data has the potential to adversely affect an individual – the individual concerned will be given a reasonable opportunity to challenge the findings / interpretation of images and their response will be considered prior to any consequential action being taken <input type="checkbox"/> SDC may not give individuals concerned an opportunity to view footage where doing so would affect an official investigation, and/or they have been advised against it by an authorised party (i.e. Police). 	<ul style="list-style-type: none"> <input type="checkbox"/> Assumptions are made that CCTV footage is always an accurate and complete portrayal of events, individuals are not permitted to provide their explanation of events (or events off camera)

Data protection / encryption / security	<ul style="list-style-type: none"> <input type="checkbox"/> There is an automatic electronic footprint that keeps a log of all access to CCTV software by staff <input type="checkbox"/> Location (organization/place) of storage is clearly identified <input type="checkbox"/> Footage is always stored in an encrypted form and / or password protected <input type="checkbox"/> Passwords are changed on a regular basis and are unique / confidential to individuals 	<ul style="list-style-type: none"> <input type="checkbox"/> Footage may be downloaded to external drive that can then be shared to anyone <input type="checkbox"/> There is only one login access to image software and is it not possible to track individual access <input type="checkbox"/> Passwords are not regularly updated resulting in increased likelihood of cyber security breaches <input type="checkbox"/> Location of storage is not clearly identified
Staff training	<ul style="list-style-type: none"> <input type="checkbox"/> All Council staff will be made aware of and have access to Privacy and Surveillance policies <input type="checkbox"/> Staff operating CCTV camera equipment or monitoring CCTV images will receive training on Surveillance and Privacy policies <input type="checkbox"/> Staff who are in a position of privilege with regard to CCTV (can access CCTV footage, install or modify cameras) must acknowledge that they have understood and will adhere to the Surveillance and Privacy policies after completing training 	<ul style="list-style-type: none"> <input type="checkbox"/> Staff who are in a position of privilege (can access CCTV footage, install or modify cameras) have not received training and it is unclear what their level of knowledge is in regards to privacy and surveillance policies
Part 5 – there are audit and review processes in place for CCTV		
Complaints / policy breaches	<ul style="list-style-type: none"> <input type="checkbox"/> All complaints in regards to CCTV will be taken seriously, individuals should address their complaints to the Privacy Officer <input type="checkbox"/> Complaints will be responded to within 20 days <input type="checkbox"/> Complaints that indicate a potential breach of Surveillance and/or Privacy policies will be fully investigated, and if appropriate referred for a formal independent investigation <input type="checkbox"/> If an investigation concludes Surveillance and/or Privacy policies has been breached, SDC will review the adequacy of controls. 	<ul style="list-style-type: none"> <input type="checkbox"/> Complaints and/or breaches of policy are not investigated or escalated appropriately.

	<input type="checkbox"/> Appropriate action may result in CCTV cameras being removed, staff access being removed and/or disciplinary action <input type="checkbox"/> Where a suspected Privacy Act breach is identified SDC will follow the four step process set out by the Privacy Commissioner to address the breach contain, assess, notify and prevent	
Audit and review period	<input type="checkbox"/> On an annual basis the designated operator who holds overall responsibility for the CCTV will provide a report to Council, which includes measurable outcomes from the past year, this may include; <ul style="list-style-type: none"> ○ Criminal activity detected ○ Critical incidents, emergencies averted etc ○ Comparison to activity prior to CCTV ○ Complaints received ○ Data access requests <input type="checkbox"/> These outcomes should be used to determine/report whether the purpose of the CCTV is being fulfilled and the CCTV remains necessary <input type="checkbox"/> At the time of reporting, an audit of the functioning of the CCTV will be conducted, if any of the situations listed in this policy under “No” have occurred, Council reserves the right to disable the CCTV until such time as the issue is rectified	<input type="checkbox"/> No reporting is provided <input type="checkbox"/> Reports / evidence suggest the CCTV has no benefit and is not meeting expected outcomes (Council reserves the right to remove the CCTV in question)
Storage and review of policy information	This checklist will be reviewed on an annual basis	

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 Date:
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