



CCTV System

Policy

It is policy that The Hallmark CCTV system is consistently managed in accordance with best practice and aligns with legislative requirements and guidance for the protection of privacy.

Purpose

The purpose of this policy is to ensure stakeholders understand approved transparent practices in the management of the CCTV system and recorded images/files at The Hallmark.

Responsibility

The Building Manager is responsible for alignment with this policy.

Definitions

“CCTV” means Closed Circuit Television.

“CCTV plan” – means a document disclosing the actual location of CCTV cameras in and around The Hallmark property.

“CCTV system” - means a surveillance system including cameras, monitors and recording equipment installed around The Hallmark property. The CCTV system also includes signage erected around the property and The Hallmark Video Register.

“Image retention period” – means the period of one month for which recorded images are retained on The Hallmark recording equipment before overwriting with new images within the system.

“CCTV operating procedures” – means the Standard Operating Procedures used by Building Management and/or Concierge staff to operate the CCTV system.

“Passive monitoring” – means where the CCTV monitor in the Building Manager’s office is intermittently viewed by Building Management and/or Concierge staff.

“Retrospective review” – means where CCTV images/files are reviewed after an incident.

“Stakeholders” - means Owners and Occupiers at The Hallmark and law enforcement personnel performing authorised functions.

“Video Register” - means the electronic Register that contains information on recorded incidents including any duplication and circulation of recorded images or CCTV files.

Guidelines

The Hallmark CCTV system does not work in isolation and is used as part of a range of strategies in supporting security and safety initiatives at the property. It is an overt (obvious) system with no hidden (covert) cameras. A CCTV plan identifies the location of all cameras and is available from the Building Manager.

This policy document and any operating procedures utilised by Building Management and/or Concierge staff aligns with guidance contained within Australian Standard AS 4806:2008 Closed circuit television (CCTV).

The Building Management and/or Concierge staff are authorised and have procedures to conduct both passive monitoring and retrospective reviews of the system over the image retention period.

Amongst other things and on a monthly basis, the Building Manager must report CCTV incident activity to the Owners Corporation. This report must include any image/file retention, copying or circulation.

The protection of privacy is paramount and therefore, without lawful authority copies of images/files are not routinely provided to Owners/Occupiers of The Hallmark.

Inappropriate use of the CCTV system by staff or others will result in disciplinary action at the discretion of the Owner Corporation Committee of Management.

Security of recorded images/files

Recorded images/files must:

- be secured in the Building Manager's office;
- the digital video recorder that contains images/files must be secured in a locked cabinet and password protected;
- the digital video recorder is protected by a CCTV camera mounted above and the Building Manager's office is protected through a combination of electronic access control and CCTV cameras;
- copying of any files can only occur after an approved authority has been received and a relevant entry made in the Video Register; and
- copied images/files no longer required must be destroyed after approval by the Owners Corporation Committee of Management

Applying for a copy of CCTV images/files

Key stakeholders may be able to view images/files on the system after a formal incident report has been completed and lodged with the Building Manager. However, in the interests of privacy and responsible operation of the CCTV system only law enforcement personnel or Committee approved investigation agencies/investigators are authorised to obtain copies of images/files on the system. Copies may be provided to facilitate an investigation such as images that assist in the identification of a perpetrator/suspect and the like.

Copies of images/files on the CCTV system are not to be made or provided until:

1. A written request is made on The Hallmark "CCTV Vision Request Form" lodged with the Building Manager. This form is available from the Building Manager; and
2. The Owners Corporation Committee of Management or nominee has approved release of a relevant image/file; and
3. Details including a copy of the request form has been recorded in The Hallmark Video Register.

Authority

This Policy has approved by the Owners Corporation Committee of Management on 2 October 2016.