

Closed circuit television system policy and procedure

1. Policy statement

This policy sets out the principles and process for the Office of the Queensland Ombudsman (the Office) for requesting access to closed circuit television system (CCTV) used in 53 Albert Street.

2. Authority

Information Privacy Act 2009

3. Principles

CCTV surveillance system in 53 Albert Street is operated and managed the Building Security Coordinator (BSC), which is part of the Queensland Police Service.

The Ombudsman can request CCTV surveillance footage and images (CCTV footage) from police only in exceptional circumstances, such as the investigation of a serious employee misconduct matter.

Any CCTV footage supplied by police to this Office will be viewed and used ethically with due regard to the privacy and civil liberties of members of the public and employees and in accordance with legislative requirements and applicable laws.

4. Application/scope

This policy applies to all permanent and temporary employees of the Office as well as contractors, employment agency staff, sub-contractors, clients, work experience students and volunteers (who are defined as workers in the *Work Health and Safety Act 2011*) while working in the Office.

5. Procedures

5.1 CCTV system ownership and responsibility

The Building Security Coordinator (BSC) is the contact for all CCTV matters related to the Ombudsman's tenancies.

The BSC is subject to the Queensland Police Service (QPS)'s policies and procedures, including the operation of CCTV equipment and the management, retention and disposal of records.

5.2 CCTV system operations

Public areas on levels 15, 17 and 18 are under surveillance by fixed cameras. No audio recording devices are installed.

Strict limitations are in place and CCTV footage can only be released by Queensland Police .

Complaints about CCTV will be referred to the BSC (email address: BSC.53AlbertSt@police.qld.gov.au)

6. Roles and responsibilities

Queensland Ombudsman: the authorisation of CCTV-related policies and procedures; and authorisation of requesting CCTV footage from BSC

7. Related documents

Public Records Act 2002

Records Governance Policy April 2019

Crime and Corruption Act 2001

Security Providers Act 1993

Records Management policy

State Buildings Protective Security Act 1983

Queensland Government - Surveillance and monitoring records

<https://www.forgov.qld.gov.au/information-and-communication-technology/recordkeeping-and-information-management/recordkeeping/resources-and-tools-for-records-management/surveillance-and-monitoring-records>

https://www.oic.qld.gov.au/_data/assets/pdf_file/0010/28099/guideline-camera-surveillance-and-privacy.pdf