### Facilities Management

#### Camera Surveillance Procedure

<table>
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<th>Procedure Hierarchy Link</th>
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<tbody>
<tr>
<td>Responsible Officer</td>
<td>Director, Facilities Management</td>
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</table>
| Contact Officer          | Manager, Security & Traffic Management  
|                          | Phone: 9385 6781 |
|                          | Email: tara.murphy@unsw.edu.au |

**Superseded Documents**

**File Number**

Contact the [Records & Archives Office](#).

**Associated Documents**

- UNSW CCTV 1 Request Form

<table>
<thead>
<tr>
<th>Version</th>
<th>Authorised by</th>
<th>Approval Date</th>
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<td>1.0</td>
<td>Director, Facilities Management</td>
<td>26 June 2012</td>
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<td>Director, Facilities Management</td>
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1. **Preamble**

UNSW Security Services installs and maintains various surveillance cameras in UNSW grounds and buildings. Such cameras are installed for a number of purposes, most importantly to ensure the security of UNSW campuses and persons therein.

The use of these cameras and any recorded footage is subject to a number of legal obligations, including NSW workplace surveillance and privacy laws. This procedure is intended to supplement and ensure UNSW’s compliance with these laws.

2. **Definitions**

<table>
<thead>
<tr>
<th>Term</th>
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<tr>
<td>Camera Surveillance</td>
<td>Surveillance by means of a camera that monitors or records visual images of activities on premises or in any other place.</td>
</tr>
<tr>
<td>Incident (Law Enforcement Agency)</td>
<td>An incident of actual or suspected criminal activity or other misconduct.</td>
</tr>
<tr>
<td>Means</td>
<td>Any of the following:</td>
</tr>
<tr>
<td>(a.)</td>
<td>NSW Police;</td>
</tr>
<tr>
<td>(b.)</td>
<td>a police force or police service of another State or a Territory;</td>
</tr>
<tr>
<td>(c.)</td>
<td>the Australian Federal Police;</td>
</tr>
<tr>
<td>(d.)</td>
<td>the Police Integrity Commission;</td>
</tr>
<tr>
<td>(e.)</td>
<td>the Independent Commission Against Corruption;</td>
</tr>
<tr>
<td>(f.)</td>
<td>the New South Wales Crime Commission;</td>
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<tr>
<td>(g.)</td>
<td>the Australian Crime Commission;</td>
</tr>
<tr>
<td>(h.)</td>
<td>the Department of Corrective Services;</td>
</tr>
<tr>
<td>(i.)</td>
<td>the Department of Juvenile Justice;</td>
</tr>
<tr>
<td>(j.)</td>
<td>any other authority or person responsible for the enforcement of the criminal laws of the Commonwealth or of the State; and</td>
</tr>
<tr>
<td>(k.)</td>
<td>a person or body prescribed as a law enforcement agency by any regulations made under the Workplace Surveillance Act 2005 (NSW).</td>
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| Other Surveillance | Has the meaning given in Section 6(c) below. |
| Surveillance Camera | Has the meaning given in Section 7 below. |
| University Premises | Has the meaning given in Section 6(b.) below. |

3. **NSW CCTV Guidelines and Regulations**

This procedure is made in accordance with UNSW’s obligations under the:

(a.) *Privacy & Personal Information Protection Act* 1998; and
(b.) *Workplace Surveillance Act* 2005.

4. **Objectives**

(a.) The University’s use of Surveillance Cameras will be governed by this procedure.

(b.) No Surveillance Camera may be installed or operated on University Premises unless done so in accordance with this procedure.
Any member of staff who believes a Surveillance Camera may be in use on University Premises other than in accordance with this procedure should notify the Manager, Security & Traffic Management.

5. **Purpose**

(a) The University will only install and/or operate Surveillance Cameras for one or more of the following purposes:

(i) to enhance the security of University Premises and persons on University Premises;

(ii) to protect the assets and property of UNSW and persons on University Premises, including employees, students and visitors;

(iii) to assist in the identification and prosecution (or taking of other disciplinary steps) of persons in relation to criminal or other misconduct.

(iv) To assist in deterring potential offenders;

(v) to assist in investigating incidents in and around campus;

(vi) to monitor emergencies and critical incidents as they unfold; and/or

(vii) for statistical and analytical purposes (for example, counting the number of persons using a particular area of the UNSW campus).

6. **Scope and Exclusions**

(a.) This procedure applies to the University’s use of Camera Surveillance in all University land and buildings, other than the University College at ADFA campus, Canberra.

(b.) In particular, this procedure applies to Camera Surveillance in the University’s:

(i) Public spaces – that is, indoor and outdoor spaces generally open to University staff, students and contractors;

(ii) Teaching spaces – for example, lecture halls; seminar and teaching rooms; teaching and computing laboratories; libraries; graduation, assembly and performance spaces; and other specialist spaces made available to students for educational purposes;

(iii) Work spaces – that is, offices, research laboratories, meeting rooms and other workspaces generally restricted to or used solely by UNSW staff or contractors; and

(iv) Miscellaneous or common spaces – including stairwells, hallways, elevators, walkways, foyers, entryways and other miscellaneous or common spaces associated with any of the above, collectively, University Premises.

(c) This procedure does not apply to:

(i) Covert surveillance – which is governed by law and by any then-current UNSW covert surveillance procedure

(ii) Surveillance by means other than Surveillance Cameras, including:

(iii) Telephony surveillance (monitoring/recording of telephone calls);

(iv) Computer surveillance (monitoring of emails, internet and networking usage);
(v) Tracking surveillance (the use of electronic tracking devices such as GPS devices to track location or movement);

(vi) Surveillance of change rooms, toilet facilities, shower and other bathing facilities and any other spaces not identified as part of the University Premises above, collectively, ‘Other Surveillance’.

7. Use of Camera Surveillance

Surveillance Cameras may be installed and operated and Camera Surveillance may be conducted, on University Premises:

(a) only by or under the supervision of UNSW Security & Traffic Management; and

(b) only in accordance with this procedure.

8. Determining Requirement for a new Surveillance Camera

(a) No Surveillance Camera may be installed or its location varied unless:

(i) the Manager, Security & Traffic Management, Faculty General Manager or a Business Unit Director first:
   • considers that a genuine need for a Surveillance Camera exists, that is, by reference to the purposes set out in this procedure; and
   • completes the form UNSW CCTV 1: Request to Install a New Camera or Vary an existing installed CCTV Camera (Request Form).

(ii) on receiving or completing a Request Form (as applicable), the Manager, Security & Traffic Management determines that a genuine need for any proposed Surveillance Camera exists, by reference to the purposes set out in this procedure.

(iii) the requirements of clause 10 (regarding signage and notice) are complied with.

(b) If the Manager, Security & Traffic Management cannot determine whether a genuine need has been established, he or she must consult with the University Solicitor before making a final determination.

(c) All Surveillance Cameras that are installed will be restricted to the UNSW Security closed virtual local area network (VLAN). These cameras will only be accessible and able to be viewed by UNSW Security. In distinct cases, where a Faculty staff member needs to view Surveillance Cameras that have been installed within their area of responsibility (for example, specialised labs, highly restricted areas), these cameras will be installed onto a separate secure network which is managed and operated by the requesting Faculty. In this instance, the Faculty is responsible for the maintenance of the CCTV equipment and must adhere to the clauses outlined in this procedure.

9. Determining Ongoing Requirement for Existing Surveillance Cameras

At least once every two years, the Manager, Security & Traffic Management and the Security Operations Manager, Systems must review all Surveillance Cameras operating on University Premises and consider whether the genuine need for any Surveillance Camera has ceased to exist. If a genuine need for any Surveillance Camera has ceased to exist, such Surveillance Camera shall be removed.
10. Relocating a Surveillance Camera

Where an existing Surveillance Camera is to be relocated, that relocation is to be treated as the installation of a new Surveillance Camera, in accordance with clause 7 and the procedures set out in Clause 8 must be followed.

11. Signage and notice requirements

In accordance with the Workplace Surveillance Act 2005 (NSW), at a reasonable period of time before the use of overt surveillance using a Surveillance Camera, notice must be given to University employees in the following ways:

(a) All UNSW employees working at a University Premises property at which Camera Surveillance will occur must be notified in writing (for example, by email), at least 14 days (or a lesser period agreed to by the employee) before commencement of the Camera Surveillance. If the Camera Surveillance has already commenced when a UNSW employee is first employed, or is due to commence less than 14 days after an employee is first employed, the notice to that employee must be given before the employee starts work.

(b) The notice must indicate:

(i) that surveillance is being carried out using a Surveillance Camera;

(ii) when the surveillance will start;

(iii) whether the surveillance will be continuous or intermittent; and

(iv) whether the surveillance will be for a specified limited period or ongoing.

(c) Signs notifying people that they may be under surveillance in the location where the surveillance is taking place must be clearly visible at each entrance to that place. All Surveillance Cameras (or the camera casings or other associated equipment that would indicate the presence of a Surveillance Camera) must be clearly visible in the location where the Camera Surveillance is taking place.

12. Storage and retention of recorded images

(a) Images collected by Surveillance Cameras may only be monitored from the offices of UNSW Security & Traffic Management and those authorised under supervision of UNSW Security & Traffic Management. Access to those systems will be controlled to ensure that only authorised personnel have access to Surveillance Camera images.

(b) Images will not be retained for more than 30 days by UNSW Security & Traffic Management, other than where an Incident has been reported or detected or where the University has been asked by a Law Enforcement Agency (in accordance with clause 13 below) to retain or produce the images. Any images to be deleted must be done so in a secure manner that minimises any risk of loss or misuse.

(c) Images from Faculty installed and managed cameras may be retained for longer periods of time as determined by the Faculty General Manager.

(d) Retained images must be stored, retained, and managed so as to ensure access is limited to authorised persons and only permitted for purposes which are consistent with this procedure and approved by the Manager, Security & Traffic Management or the Director, Facilities Management.
If an Incident is reported or detected, the Manager, Security & Traffic Management may approve the further retention of:

(i) images of that incident; and/or

(ii) images of other places and times that may be relevant to the proper investigation of the Incident, where reasonably necessary, and only for so long as reasonably required, to avoid frustrating the purposes of this procedure.

A decision to retain images for more than 30 days must be recorded in writing, providing an explanation and/or reasons for the decision.

13. Use of Recorded Images – Generally

(a) Recordings and images from Surveillance Cameras will not be routinely reviewed but may be monitored and/or reviewed solely for the purposes of this procedure and:

(i) In the first instance, solely by authorised personnel under the direction of the Manager, Security & Traffic Management; and

(ii) By other persons authorised to access such images by the Manager, Security & Traffic Management, in accordance with this procedure.

14. Use of Recorded Images – Investigations and/or Disclosure to Law Enforcement Agencies

(a) The Manager, Security & Traffic Management may provide still images and video images from Surveillance Cameras to persons who are conducting or responsible for UNSW disciplinary investigations, and/or Law Enforcement Agencies for the purpose of their investigation of an Incident.

(b) Provision of images may be at the initiative of the Manager, Security & Traffic Management, in furtherance of a report to local police of an Incident, or may arise from a legitimate request by a Law Enforcement Agency for provision of images.

(c) Where a Law Enforcement Agency or court demands or otherwise requires that the University provide Camera Surveillance images by authority of a warrant, subpoena, summons, notice to produce or other compulsory legal process, the matter must be referred to the University Solicitor for validation and approval.

(d) Disclosure in accordance with this clause must be made subject to reasonable restrictions on misuse or further disclosure of any included personal information, in accordance with the Privacy and Personal Information Protection Act 1998 (NSW).

15. Use of Recorded Images - Public Display

(a) Video and still images from a Surveillance Camera may be displayed by the University in a public place within University Premises, solely in accordance with this Clause 15.

(b) Video and still images must not be displayed in public places unless approved by the Manager, Security Services in consultation with the Director Facilities and/or the University Solicitor.

(c) The Manager, Security & Traffic Management must only approve such public display where it serves a purpose reasonably ancillary to the legitimate purpose of the Surveillance Camera in question.
(d) The ancillary purposes referred to in clause 14.3 include, in relation to video images:

(i) To deter unlawful behaviour by demonstrating that the actions and activities of people in an area or passing through an entrance or barrier are being monitored; and

(ii) To inform people of the existence of a Surveillance Camera in the immediate area.

(e) The ancillary purposes referred to in clause 14 include, in relation to still images:

(i) To seek assistance from members of the University community in identifying a person reasonably suspected or known to have committed a serious offence; and

(ii) Warning people of a danger to personal safety or loss of personal property associated with such a person.

16. Complaints

(a) Persons with complaints or enquiries regarding the purpose, collection, use or other aspects of Camera Surveillance on University Premises should be directed to this procedure, and/or the Manager, Security & Traffic Management or UNSW Privacy Officer.

(b) Complaints received in relation to the operation of Surveillance Cameras must be considered and addressed by the Manager, Security & Traffic Management and/or UNSW Privacy Officer in consultation with the University Solicitor and in accordance with the Privacy & Personal Information Protection Act 1998 (NSW) and Workplace Surveillance Act 2005 (NSW) and any Regulations made under those Acts.

17. Audit & Review

At least every two years, the Manager, Security & Traffic Management must review the operation and management of Surveillance Cameras on University Premises, including the gathering, storage, distribution and destruction of images, to ensure UNSW security and other staff are acting in compliance with this procedure. This procedure will also be reviewed every two years to ensure it reflects current legislation. Modifications to this procedure will be recorded in the amendment history table below.

The authorisation and amendment history for this document must be listed in the following table. Refer to information about Version Control on the Procedure website.

<table>
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