

**CCTV Privacy Notice**

**The Body Corporate for Broadwater Tower CTS 9041 (the Body Corporate) premises are protected by Closed Circuit Television (CCTV).**

The Body Corporate uses CCTV systems for 24 hour video surveillance, which monitors and records activity in the following areas:

* main entrance to the front premises, top area car park and mail box area (external)
* part of the reception desk area and main entrance and intercom (facing main entrance)
* main entrance foyer (Caretaker’s unit and towards Admiralty Room)
* lift foyer – ground level (3 lifts)
* basement garage driveway
* basement foyer – part of body corporate noticeboard (3 lifts)
* basement – towards Marina exit/entrance door
* basement – towards rubbish chute
* basement – multiple facing north, south, west, east
* basement – facing garage door exit/entrance
* pool area (external)
* gym area (external)

The purpose of this monitoring and recording is to provide a safe and secure work environment for the members of the Body Corporate, occupiers and visitors, as well as members of the general public. Video cameras are only used in the areas specified in this privacy notice.

Video surveillance is being used to deter intruders, and deter any form of aggressive, harmful or unlawful behaviour and to assist in identifying offenders / intruders. Should an incident occur, the CCTV records may be provided as evidence to law enforcement authorities, such as the police, to assist with investigations and/or enquiries.

The images recorded by the cameras are securely stored as digital files within the CCTV software/hardware for a period of 10 days – becoming CCTV records. These CCTV records are only accessible to the CCTV service provider, security provider, the Caretaker, Chairperson and Secretary of the BWT Committee (authorised personnel).

The BWT CCTV Records and are stored for a maximum of 14 days after which they are programmed to be automatically erased.

Policy Execution:

* Controlled access to the secured CCTV records is strictly maintained.
* CCTV records can only be accessed for investigation by authorised personnel, following the submission of a BWT Incident Report.
* Copies of CCTV records will only be made if required by law enforcement authorities.
* The current BWT security system is outdated and suffers outages from time to time, so the continuity and availability of CCTV records is not guaranteed.
* Circumstances under which CCTV records will be shown to a third party include:
  + unlawful acts (police)
  + occupational health and safety complaints (eg Workplace Health & Safety Officer and the Body Corporate’s Insurer)
  + when otherwise required by law (eg court order).

The Body Corporate will act to preserve and provide CCTV records upon request by law enforcement or statutory authority. The Body Corporate reserves the right to request reimbursement of costs for searching and preserving CCTV records. The nominal rate for this activity is $95.00 per hour plus GST.

For a full copy of the CCTV Privacy Policy, please contact The Chairperson, on [chairperson@broadwatertower.com.au](mailto:chairperson@broadwatertower.com.au)

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The Body Corporate recognises that the CCTV recordings are a Body Corporate record, and that lot owners have a right to access the record. However, the Body Corporate also recognises that people on the common property expect that access to the record will be controlled and used for bona fide purposes. Therefore, the Body Corporate maintains a policy for access to the record.

# Access to the system

The images recorded by the cameras are stored as digital files in an onsite location. Server access and administrator rights to the system are held by a single person – the BWT security provider. Access to the system is possible by authorised personnel with system credentials only.

# Distribution of credentials to access the system

The distribution of system credentials must be decided by resolution of the Committee. Each user must have unique credentials. Users must not share their credentials with any other person. A list of users with credentials must be published in the minutes of each Committee meeting when the list of credentialed users is changed.

# Performance of the system

The system must record user activity including viewing and deleting of files and changing the system configuration. Recordings must be stored for a maximum of fourteen days before being overwritten.

# Preservation of records

The current system is outdated and suffers outages from time to time, so the continuity and availability of recordings is not guaranteed by the Body Corporate. The Body Corporate will act to preserve and provide files upon request by law enforcement or statutory authority.

Other people may request records from the system, using the process detailed in Appendix 1.

# **Appendix 1**

# **Procedure for requesting preservation of CCTV recordings by people other than law enforcement and statutory officials.**

Applicants other than law enforcement and statutory officials may request preservation of CCTV recordings.

1. The applicant must make a request in writing or by email to the Body Corporate Manager or a member of the Committee.  The request must include specifics of the incident, including a date and time range and location.
2. The applicant must provide three (3) blank solid-state media devices (eg USB sticks) to the Body Corporate Manager or security contractor at the time of making the request
3. The applicant must pay the Body Corporate a fee of $100 at the time of making the request, via the Body Corporate Manager.
4. The person receiving the request must forward the request to all members of the Committee, the operations manager of security, and the Body Corporate Manager within 24 hours.
5. Within 24 hours of receiving the request, the Body Corporate Manager or Security operations manager must provide the Committee with an estimate of the costs of meeting the request using a rate of $95.00 per hour including GST.  If the cost cannot be estimated, a cost of $100 including GST must be used.
6. Approval of the request requires approval of one member of the Committee.  The terms of the approval must be forwarded to all Committee members, the Body Corporate Manager, the operations manager of security and the applicant, by the Committee member approving it.
7. If the request is not approved by at least one member of the Committee within 72 hours of receipt, the Secretary must advise the applicant that the request was not approved.
8. If the request is approved by at least one member of the Committee, the Secretary must direct the Body Corporate Manager or operations manager of security to search the record and preserve records relating to the request.  The person doing the search must record the actual time spent on the task.
9. After completing the search;
10. If the search does not find any evidence on the recording specifically related to the reported incident, the person doing the search must report this to the Committee, the Body Corporate Manager and operations manager of security.
11. If the search finds recordings related to the reported incident, the person doing the search must preserve the recording and make three copies on the media supplied by the applicant, and provide a copy to at least two members of the Committee, and retain a copy.
12. The person who conducted the search must report the actual time spent on the search with the results of the search to the Committee members who received a copy of the recording.
13. The Committee may, by resolution,
14. Provide the recording to the applicant; or
15. Request further payment based on the actual cost of the search, prior to providing the results of the search or any recordings; or
16. Instruct the Body Corporate Manager to refund part or all the applicant’s payment.