



CCTV CODE OF PRACTICE

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1. Introduction

Video and audio surveillance is conducted in common property areas throughout Waratah Apartments for security and related purposes.

Installation of Closed Circuit Television (CCTV) cameras in the building is limited to public places including all parts of the common property (CP) such as entrances, lifts, gym, pool area, car parks and hallways. In accordance with applicable legislation, cameras will not be used to capture or view private activities unless clear and obvious signage is placed within the area in which the activities take place. Cameras will not be installed in CP areas such as showers and toilets.

Signage throughout the building alerts residents, visitors and others to the existence of recording devices. Persons entering Waratah Apartments therefore are on notice that CCTV cameras are in use on the common property and movement and activities whilst on common property will be recorded.

This Code of Practice details the way the surveillance system is managed.

2. Legislation

Operation of the CCTV system is governed primarily by the Surveillance Devices Act 2007 (NSW) and the Workplace Surveillance Act (NSW). The Security Industry Act (NSW) does not apply to the Owners Corporation as an entity but those involved in monitoring the system comply with licencing provisions where this is relevant and required for the duties they perform.

3. CCTV Purpose, Use and Access

Installed devices record video images and audio data (CCTV footage) that is used for purposes that include:

- a. the protection of assets, property and persons on the premises including those who may require assistance in emergency or other circumstances;
- b. preventing and deterring activity that could prove unlawful and, where necessary assisting to identify those involved;
- c. monitoring activity on common property to ensure compliance with the By-laws of the strata scheme;
- d. tracking entry and exit to Waratah Apartments by foot or motor vehicle for security reasons and to identify unauthorised access;
- e. occupational health and safety, public liability and other safety and risk management reasons.

Access for monitoring purposes is conducted only by those authorised from time-to-time by the Owners Corporation (OC) and as defined by the Acts, including building management/concierge staff, contractors engaged to repair, replace or otherwise assist in the operation of the system and a member or members of the Strata Committee (SC) where relevant and necessary for the purpose of OC functions.

CCTV footage is stored on two secure servers and automatically overridden once the server is full. The time data is stored varies according to the server capacity and amount of activity in the range the cameras.

CCTV footage may be copied and retained for a longer period where necessary at the Building Managers or Committees discretion to protect the rights and interests of the OC, owners and residents where an incident has occurred likely to give rise to a request from law enforcement authorities, lawyers or insurers acting on behalf of owners or residents. When this occurs, storage is managed by authorized personnel and the copies are retained on a secure server.

The Building Manager and contractors engaged to repair, replace or otherwise assist in the operation of the system can be authorised by the SC to have remote access to the system but only on the condition that that access is governed by this Code of Practice.

Staff and others engaged to undertake work on the premises are notified of the surveillance system as required by the Workplace Surveillance Act. The OC does not conduct covert surveillance of workers.

Owners and Residents are not entitled to operate the system or to view the system in operation.

The Strata Schemes Management Act (SSMA) specifies that certain persons are entitled to apply to inspect records in the custody of the OC. The Strata Committee reserves the right to determine the appropriate arrangements for access to CCTV footage. See our Privacy Policy for details.

4. Management Responsibility

The Building Manager has the responsibility for the ongoing management of the CCTV system.

The Building Manager is responsible for:

- a. controlling the operation of the CCTV system to ensure that it is within the requirements of the law;
- b. providing advice to the SC on the location of cameras and storage of images;
- c. supporting the maintenance and upgrade of the cameras where necessary;

- d. undertaking a regular review of all CCTV facilities to ensure that existing cameras are situated in the most appropriate locations, and are correctly installed so as to ensure the most effective coverage of the CP.

This review will also assess the effectiveness of the coverage provided by the building CCTV network, and make recommendations to the SC for any further improvement of its capabilities.

New building management and concierge personnel are to be provided with instructions regarding legal issues surrounding the use of CCTV, prior to their commencement of duties. This will be supported by periodic refresher sessions to reinforce the importance of appropriate usage of the CCTV system.

5. System Details

The CCTV system consists of a number of cameras within Waratah Apartments that also have audio recording capacity. The cameras are motion activated and provide a continuous record of activities occurring in their field of vision when so activated. Content is usually overlapped with others to provide a range of observations. The concierge desk has the capability for centralised monitoring of live and recorded footage from the network when required.

Continuous monitoring of the CCTV system is not necessary within the building environment. Captured footage that has been stored on the CCTV system will be used only where necessary according to section 3. In some instances, such as in a response to a notified incident, live output from cameras may be monitored to assist in the dispatch of appropriate support.

Residents do not have the right to install their own CCTV camera(s) on the CP of the building.

6. Operating Staff Rules

Those involved in monitoring or management of the system must not access recorded footage or use or disclose information other than for work related purposes consistent with this code.

The Building Manager is authorised by the SC to enforce relevant laws.

All security and building personnel will be briefed on the requirements of this Code, and advised that disciplinary procedures will apply in the event of any inappropriate actions.

7. Complaints

Complaints or comments regarding the use of the CCTV system in the building should be made in writing to the Building Manager.

ADOPTED by the Strata Committee (Dec 2019)

Darrell Hilton

Secretary

The Owner's Corporation – No. SP36839