

Use of Closed-Circuit Television (CCTV) on Residential Premises

Purpose

This policy explains how Bridge Housing will operate CCTV in high density residential properties.

Scope

This policy applies to buildings owned and managed by Bridge Housing (we, our, us) where CCTV is installed. This policy does not apply to CCTV installed by tenants or other parties.

Policy Overview

As a general rule, we will utilise CCTV in our medium to high rise buildings (5 storeys and above), where this has been installed at construction. We may use CCTV in other residential premises from time to time where a need has been identified in partnership with law enforcement.

We understand that a CCTV system can assist law enforcement and its own staff to identify criminal and/or antisocial activity, including tenant damage that impacts on the peaceful enjoyment of tenants in their homes and in common areas.

Where there is any inconsistency with any applicable legislation, then the requirements of the legislation take precedence over the requirements of this policy.

This policy should be read with other policies such as our [Privacy Policy](#) and [Good Neighbour Policy](#).

Legislative Requirements

Commonwealth Privacy Laws

We are subject to the [Privacy Act 1988](#) (PA 1988) and the [Australian Privacy Principles](#) (APPs) regarding the use, disclosure, storage and requests to access personal information it collects. Footage captured by CCTV may be personal information if it reasonably identifies an individual and may be dealt with in accordance with the PA 1988, APPs and our *Privacy Policy*.

NSW Laws

We acknowledge our obligation to manage our CCTV system under the following NSW legislation:

- [The Surveillance Devices Act 2007](#) (SDA 2007)
- [Workplace Surveillance Act 2005](#) (WSA 2005)

We will comply with any requirements under these two legislations. In this regard, we will ensure:

- Consent is obtained from property owner, if required.
- CCTV cameras are clearly visible to people in the area that is under surveillance.
- Signs notifying people that they may be under surveillance are clearly visible at each entrance to the area under surveillance.

Guiding Principles for Use of CCTV on Residential Premises

Purpose of CCTV Program

We use CCTV within the buildings we own and manage for the following purposes:

- assist law enforcement authorities in reducing crime and/or anti-social behaviour;
- assist to identify persons responsible for tenant damage in common areas; and
- improve the sense of safety and wellbeing of our tenants.

This aligns with our commitment to provide quality homes and housing services.

Protection of Privacy

We are committed to ensuring the privacy of individuals is protected and will take measures to act and operate the CCTV program within the legislative requirements.

Access to the CCTV footage will be limited to a small number of staff only to facilitate collection of footage for law enforcement officers. This will include the relevant Technical Officer, the Director Assets and the Privacy Officer or delegate. Staff with access will abide by our [Code of Conduct](#) and *Privacy Policy*.

We will put up signs in areas monitored by CCTV, clearly advising:

- cameras are in operation and footage is recorded 24/7;
- Bridge Housing as the owner of the CCTV system; and
- a contact number for enquiries relating to the CCTV camera.

Release and Retention of CCTV Footage

In releasing any footage from the CCTV, we will comply with our *Privacy Policy*. Any request for footage must be in writing and through our Privacy Officer who will retain a record of the request. We will not release CCTV footage to media or other members of the public unless requested to do so by law enforcement agencies.

We will upon request, provide CCTV footage to law enforcement agencies, as authorised by law, to assist with relevant criminal investigations. We will not use the CCTV footage to resolve petty crime and/or neighbourhood disputes. Any use or disclosure of personal information within CCTV footage will be made in accordance with our *Privacy Policy*.

CCTV footage will be retained for a maximum of 28 days, depending on the specification of individual systems. If no request for viewing is submitted within that time period, footage will be deleted. Footage will only be retained for a longer period of time if requested by law enforcement agencies as part of an on-going investigation.

We will carry out an annual evaluation of the CCTV Program, including site check and signage review. Our Privacy Officer will evaluate any requests and releases of CCTV footage to ensure compliance with any privacy legislation and with the principles of this policy.

The contents of this policy will be reviewed regularly in line with our policy review schedule and any changes to the policy will be clearly advertised.

Complaints about Bridge Housing's Service Delivery

If a tenant is not satisfied with the way that we have managed the CCTV policy, they can make a formal complaint. Further information on this process can be found in Bridge Housing's [Compliments, Complaints and Appeals Policy](#). This policy, and a helpful information leaflet, is available from Bridge Housing's office or can be downloaded from our website www.bridgehousing.org.au.

Related Documents and Resources

Type	Title
Legislation	Privacy Act 1988
Legislation	The Surveillance Devices Act 2007
Legislation	Workplace Surveillance Act 2005
Resource	Australian Privacy Principles
Policy	Privacy Policy
Policy	Good Neighbour Policy
Policy	Code of Conduct
Policy	Compliments, Complaints and Appeals Policy

English

If you need help to understand this letter please contact the Telephone Interpreters Service on 131450 and ask them to contact on 8324 0800 for you at no cost. You can also come to the Bridge Housing office and ask for assistance in your language.

Simplified Chinese

如果您理解这封信有困难, 请拨打电 话传译服务 131450 要求电话传译 服务替您拨打 Bridge Housing, 电话 8324 0800。这项服务是免费的。您也可以到 Bridge Housing 的办公室来。要求用您的语言来协助您。

Spanish

Si necesita ayuda para entender esta carta, por favor comuníquese con el Servicio Telefónico de Intérpretes al 131450 y solicite que lo contacten sin cargo con Bridge Housing al 8324 0800. También puede dirigirse a las oficinas de Bridge Housing y solicitar asistencia en su idioma.

Russian

Если для понимания содержания этого письма Вам необходима помощь, свяжитесь, пожалуйста, с Телефонной переводческой службой по номеру 131450 и попросите соединить Вас с Bridge Housing по номеру 8324 0800. За соединение платить не нужно. Кроме того, Вы можете лично посетить офис Bridge Housing и попросить об услугах переводчика.

Greek

Εάν χρειάζεστε βοήθεια για να κατανοήσετε την παρούσα επιστολή, παρακαλώ επικοινωνήστε με την Υπηρεσία Τηλεφωνικών Διερμηνέων στο 131450 και ζητήστε τους να επικοινωνήσουν με το 8324 0800 για εσάς χωρίς καμία χρέωση. Μπορείτε επίσης να επισκεφθείτε το γραφείο Bridge Housing και να ζητήσετε βοήθεια στη γλώσσα σας.

Vietnamese

Nếu cần người giúp để hiểu thư này xin quý vị liên hệ với Dịch Vụ Thông Ngôn Điện Thoại số 131450 và nhờ họ liên lạc với Bridge Housing qua số 8324 0800 cho quý vị một cách miễn phí. Quý vị cũng có thể đến Văn Phòng của Bridge Housing và xin giúp đỡ bằng ngôn-ngữ của quý-vị.

Arabic

إذا احتجت إلى مُسَاعَدَة في فهم هذه الرسالة رجاء الاتصال مع خدمة الترجمة الهاتفية على رقم 131450 واطلُب منهم أن يتصلوا لك بمكّتب على رقم 8324 0800 بدون تكلفة عليك. وبيمكّنك أيضا الحضور إلى مكّتب Bridge Housing وطلّب المُسَاعَدَة بلُغَتك.