

Engineering Policy 155

Policy for Road Operations CCTV

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1 Policy Statement

The Department of Transport and Main Roads (TMR) supports the installation and use of Closed-Circuit Television (CCTV) cameras to monitor traffic and road conditions on state-controlled roads where a clear business benefit is identified, such as strategic locations on motorways, arterial routes, bridges and tunnels.

CCTV is a television system intended for a limited number of viewers only.

Following increases in third party access requests, Traffic Systems and Road Use (TS&RU) Section revisited the intent behind the capturing of images and recommended that due to the primary reason for CCTV being active (real time) traffic management, there was not enough justification for retaining the images for more than seven days.

CCTV images should only be created, captured and retained in an accessible and useable format to appropriately capture TMR's essential business activities.

TMR will store its CCTV Road Operations footage for a maximum of seven days.

2 Scope

CCTV cameras on State-controlled Roads (SCR) are in scope.

The following are *not* in scope:

- CCTV cameras located on other than SCRs such as TMR buildings, facilities, customer service centres, maritime areas, busways and bus stations.

3 Applicability

This policy applies to TMR staff, contractors or service providers involved in the funding, management, maintenance and operation of CCTVs for Road Operations on SCRs across Queensland.

The National Code of Practice for CCTV Systems for Mass Passenger Transport for Counter-Terrorism (reviewed 2012) applies Australia-wide and was developed by Australian governments. It supplements other guidance material, including:

- *Australian Standard AS 4806.1 – 2006 Closed Circuit Television (CCTV)*
- *Queensland Government (Chief Information Office) Recordkeeping Information Standard 40*
- *Privacy Act 1988 (Commonwealth)*
- *Information Privacy Act 2009 (Queensland)*
- *Right to Information Act 2009 (Queensland)*
- *Public Records Act 2002 (Queensland)*

4 Context

4.1 Storage period of CCTV Road Operations footage

The standard retention period for CCTV on Road Operations monitoring systems that provide continual recording, is a maximum of seven days. The primary reason for CCTV on the road network is to monitor active (real time) traffic management and adherence to this requirement assists with operational needs of TMR.

4.2 Exception

The exception to the holding policy of seven days maximum is when a significant incident occurs and cameras are manually repositioned to focus or zoom in. In these instances, footage can be stored for a longer time (actual period determined at regional discretion) due to the likely request for footage from Queensland Police Service (QPS), a member of the public, a Right to Information request or an insurance company.

4.3 Security of CCTV data

Stored, retrieved and/or processed CCTV footage must be secured in appropriate physical or electronic lockable storage to reduce the chances of loss, unauthorised access, modification or disclosure, until it is approved for release.

4.4 Recordkeeping

All downloaded CCTV footage is considered a public record under the *Public Records Act 2002 (Qld)* and is required to be disposed of in accordance with the Queensland State Archives (QSA) Transitory Records and Short Term Retention and Disposal Schedule – *Queensland Disposal Authority No 720*.

Under this directive, footage that is not required for investigative and law enforcement purposes, may be destroyed after the seven day maximum period.

5 Objectives and benefits

This policy aligns with the government's priority of providing better services for customers and stakeholders, and complies with recommendations from the *2012 Queensland Office of Information Commission Camera Surveillance and Privacy Compliance Review*.

5.1 Objectives

The objectives of this document are to:

- Have a single policy that guides TMR officers involved in the management of road operations CCTV, and
- Ensure a consistent practice among TMR in meeting departmental and government standards.

5.2 Benefits

The benefits of implementing this policy include:

- Provision of clarity, consistency and direction for TMR and external applicants (such as QPS, Right to Information applications, insurance companies and general public).
- Assisting QPS in investigating road accidents and crime that may have occurred near the road network.
- Assisting other government agencies as necessary.
- Assisting members of the public who make application under Right to Information legislation or via TMR's administrative release process.

6 Consultation

Extensive consultation has been undertaken with the following stakeholders:

- Program Delivery and Operations Branch
- Infrastructure Management and Delivery Division
- Brisbane Metropolitan Traffic Management Centre
- State wide Traffic Management Centre
- Queensland Police Service
- Queensland Fire and Emergency Services
- Queensland Ambulance Service
- Road and Maritime Services, New South Wales Government
- VicRoads, Victorian Government.

7 References or related documentation

- Transport and Main Roads *EP149 Managed Motorways Policy*
- *2012 Queensland Office of Information Commission Camera Surveillance and Privacy compliance review*
- *Reviewed 2012 National Code of Practice for CCTV Systems for Mass Passenger Transport for Counter-Terrorism*
- *Australian Standard AS 4806.1 – 2006 Closed Circuit Television (CCTV)*
- *Queensland Government Information Standard 40 – Recordkeeping*
- *Information Privacy Act 2009 (Queensland)*
- *Right to Information Act 2009 (Queensland)*
- *Public Records Act 2002 (Queensland)*
- *Queensland State Archives (QSA) Transitory Records and Short Term Retention and Disposal Schedule – Queensland Disposal Authority Number 720.*

8 Review

- Engineering & Technology Branch (Road Operations) is responsible for the review of this policy. The document will be reviewed as the need arises.

