

Engineering Policy EP155

Policy for road operations imagery

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1 Policy statement

The Department of Transport and Main Roads is responsible for managing the safety and efficiency of the state-controlled transport network across Queensland. To achieve this outcome, Transport and Main Roads deploys an extensive monitoring network of imaging equipment, supporting infrastructure and systems that monitor and manage traffic operations to deliver a safe, efficient, accessible and sustainable transport network.

Transport and Main Roads will continue to invest in the installation and use of road operations imaging infrastructure across the state-controlled road network where a clear strategic or operational benefit is identified, such as strategic locations on motorways, arterial routes, bridges and tunnels.

Road operations imagery is the collective term describing the network of imaging infrastructure (that is, closed-circuit television (CCTV) cameras or other such devices and the supporting infrastructure, including field cabinets, conduits and the link), as well as the imagery system and devices like video management systems or video management software.

Access to road operations imagery systems is intended for a limited audience which is monitored in a closed environment, as opposed to public broadcast.

Transport and Main Roads strongly encourages the use of road operations imagery in the provision of traveller information that will assist in optimising operation and safety performance across the state-controlled road network and in providing up-to-date advice to road users about traffic conditions.

This Engineering Policy EP155 *Policy for road operations imagery* will support Transport and Main Roads' ongoing commitment to ethical and innovative use of intelligent transport systems (ITS) and supports departmental staff in enabling third-party access to imagery and systems to maximise the value of innovations while fostering a culture that encourages compliance with legal obligations, privacy and data security.

2 Scope

Road operations imagery infrastructure on state-controlled roads are in scope. The imaging equipment commonly used includes:

- Internet Protocol (IP)-based CCTV
- web cameras
- flood monitoring or environmental monitoring cameras
- in-vehicle cameras (used in departmental incident response and maintenance vehicles)
- mobile CCTV / cameras , and/or
- automatic incident detection (AID) cameras.

The following are *not* in scope:

- CCTV cameras located on other than state-controlled roads such as Transport and Main Roads buildings, facilities, customer service centres, maritime areas, busways and bus stations
- security cameras

- body-worn cameras (for guidance on body-worn cameras, please see Transport and Main Roads' [Body-Worn Camera and Recordings Policy](#))
- imagery captured by drones (for guidance on drones, please see [Queensland Government Drones Use Policy](#) or refer queries to the department's [Chief Remote Pilot](#))
- traffic safety cameras that include speed, red light and driver distraction detection cameras
- automatic number plate recognitions (ANPR) systems (for guidance on ANPR, please see [Technical Specification MRTS250 Provision of Automatic Number Plate Recognition System](#))
- guidance on technology, networking and/or systems
- surveillance or monitoring devices with the primary purpose of security and public safety
- covert surveillance, or surveillance when used as an investigation tool for law enforcement purposes
- any use of facial or other biometric recognition technologies
- cameras and other such imaging devices used by Maritime Safety Queensland (MSQ)
- workplace surveillance cameras, and/or
- in-vehicle cameras (that is, 'dashcams') used for vehicle / fleet management and driver behaviour monitoring.

3 Applicability

This *Policy* applies to Transport and Main Roads staff, contractors or service providers involved in the funding, management, maintenance and operation imaging infrastructure, devices and services on state-controlled roads across Queensland.

4 Objectives

This *Policy* aligns with the State Government's priority of providing better services for customers and stakeholders and complies with recommendations from the 2012 Queensland's Office of the Information Commissioner compliance review report of 2012, [Camera Surveillance and Privacy: Review of camera surveillance use by Queensland government agencies and compliance with the privacy principals in the Information Privacy Act 2009\(Qld\)](#).

The objectives of this *Policy* are to ensure:

- that Transport and Main Roads officers involved in the management of road operations imagery meet departmental and government standards
- the safety and efficiency of the road network
- Queenslanders are supported by a transparent and consistent approach to the management of road operations imagery and systems, and
- Transport and Main Roads follows consistent practice in the management of personal information captured by road operations systems.

5 Benefits

The benefits of implementing this *Policy* include:

- clarity, consistency and direction for Transport and Main Roads and external applicants (such as Queensland Police Service, Right to Information applicants, insurance companies and general public)
- Queensland Police Service assistance when investigating road crashes and crime that may have occurred on or near the state-controlled road network
- assistance of other government agencies, and
- support for members of the public who make application under Right to Information legislation or via Transport and Main Roads' administrative release process.

6 Context

6.1 Personal information

Road operations imagery infrastructure is not designed to capture personal information: however, infrastructure may sometimes process a vehicle registration number and other imagery that contains personal information.

Road operations imagery is captured for the purposes of supporting the efficient and safe operational management of the state-controlled road network, enabling remote situational awareness by Transport and Main Roads officers (typically within Traffic / Transport Management Centres), either when alerted of an incident or through continuous routine monitoring.

Any personal information captured by the systems will be managed in accordance with the Information Privacy Principles (IPP) included in the *Information Privacy Act 2009* (Qld).

6.2 Retention of road operations imagery

Road operations imagery is captured for the primary purpose of active (real-time) traffic management and network condition monitoring and should be retained for a maximum of seven days.

6.2.1 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, a member of the public, a Right to Information request or an insurance company.

There are several exceptions to the retention period of road operations imagery. This includes:

- if a significant incident occurs and cameras are manually repositioned to focus or zoom in, retention of the road operations imagery can be stored longer as determined at the discretion of the business unit, or
- where the imagery becomes subject to an access application, its retention period is extended; for example, if a document is requested under the *Right to Information Act 2009* (Qld) or *Information Privacy Act 2009* (Qld), the imagery would be held by the Right to Information team for the required retention period of sever years, or

- where a Transport and Main Roads area requires the imagery for a specific business need, such as a road safety initiative for data and trend analysis for investigating road user behaviour and intersection performance, the imagery used for the secondary purpose will be retained in accordance with the Queensland Government's [General Retention and Disposal Schedule](#) (GRDS) and departmental information management obligations.

6.3 Security and protection of road operations imagery

Transport and Main Roads has an obligation to protect both stored road operations imagery and the real-time monitoring of imagery in physical locations where the active monitoring of the road operations imagery is being conducted.

This means Transport and Main Roads must take reasonable steps to protect both stored imagery and where monitoring of road operations imagery takes place. Security measures should include physical, technical and operational safeguards.

Physical safeguards include:

- suitable housing for digital recorders and other road operations imagery management systems and infrastructure
- access controls such as locks and swipe cards for access to monitoring rooms and data storage areas, and
- positioning of monitors or use of barriers and screens so live footage cannot be viewed by unauthorised persons

Note: Viewing of live images on monitors should usually be restricted to the operator and any other authorised person where it is necessary for them to see it.

Technical safeguards include:

- password protection to manage authorised access to road operations imagery management systems
- secure department-approved information management tools to store imagery, transmission and storage of imagery in encrypted form, and encryption of imagery stored on portable storage devices, and
- deletion or overwriting of imagery no longer needed.

Operational safeguards include:

- limited staff numbers that can access footage and/or road operations imagery management systems to those with a 'genuine reason' and a standardised, auditable process for access permission / removal
- an audit trail of parties accessing footage and access timeframes, and
- clear protocols for response to requests for access to, or copies of, footage and system access.

6.4 Records management

Road operations imagery can be classified as a public record under the *Public Records Act 2002* (Qld) in certain circumstances. Where road operations imagery is kept as a record, it must be captured in a Transport and Main Roads recordkeeping system or authorised application and should be managed in

accordance with this *Policy*, departmental records management and digital imagery and recording responsibilities and supporting documentation:

- [Queensland Government Records governance policy](#) and [Records governance policy implementation guideline](#), and
- Queensland Government's [GRDS](#).

7 References or related documentation

Australian legislation

- *Privacy Act 1988* (Cth)

Queensland legislation

- *Information Privacy Act 2009* (Qld)
- *Right to Information Act 2009* (Qld)
- *Public Records Act 2002* (Qld)

Australian and Australian / New Zealand Standards

- Australian Standard AS4806.1 *Closed circuit television Part 1: Management and operation*.

Austrroads

- Austrroads [Guide to Traffic Management](#).

Department of Transport and Main Roads

For access or advice about other road operations imagery-related internal department documents, contact TIManagement@tmr.qld.gov.au.

- *Road operations imagery – managing access and publication guideline* (internal access only)
- [Queensland Guide to Traffic Management](#) (QGTM)
- [Engineering Policy](#) EP149 *Managed motorways*
- Transport and Main Roads [Technical Specifications](#) MRTS225 *Imaging*
- Transport and Main Roads [Information Management](#) policies and guidelines (internal access only)
- Transport and Main Roads [Information Security Policy](#) (internal access only)
- Transport and Main Roads [Use of ICT Facilities and Devices Policy](#) (internal access only)
- Transport and Main Roads [CCTV Workplace Officer Guide](#) and [Transport and Main Roads Arrangements for Closed Circuit Television \(CCTVs\)](#) (internal access only)

Other related documents include:

- [Code of Conduct for the Queensland Public Service](#)
- Queensland Office of the Information Commissioner:
 - [Camera Surveillance and Privacy Guideline](#)

- [*Camera Surveillance and Privacy: Review of camera surveillance use by Queensland government agencies and compliance with the privacy principals in the Information Privacy Act 2009\(Qld\)*](#)
- [Queensland Government Records governance policy](#)
- Queensland Government [*Records governance policy implementation guideline*](#), and
- Queensland Government [General Retention and Disposal Schedule](#).

