

# Greater Shepparton City Council

## Closed Circuit Television Privacy Notice

The Greater Shepparton City Council uses closed circuit television (CCTV) systems to monitor and record activity in the following locations:

- Customer Service counter at the Council office
- Riverlinks Box Office at Eastbank
- Shepparton Art Gallery
- Animal Pound
- Customer Service counter at Aquamoves
- Kiosk at SPC/Ardmona Kidstown

The purpose of this monitoring and recording is to provide a safe and secure working environment for Council staff and customers. Cameras are only used in the areas listed in this Privacy Notice. These areas have been selected as they are considered to be the locations at which aggressive and unlawful behaviour is most likely to occur.

The purpose of the cameras is to discourage aggressive and unlawful behaviour and to increase the likelihood of apprehending offenders. Should an incident occur, the recordings will be provided as evidence to the police to assist them with their enquiries. The cameras and their recordings will not be used to monitor staff performance, but may be used to investigate allegations of serious misconduct by staff.

The images recorded by the cameras are securely stored on hard drives for a maximum of six months, after which they are erased. Images may only be viewed by authorised staff. Copies of recordings will not be made unless they are relevant to the purpose of surveillance and recordings will not be made available for civil proceedings involving third parties except where required by law.

Circumstances under which recordings will be shown to a third party include:

- unlawful act (police);
- occupational health and safety complaints (relevant judicial authority);
- when otherwise required by the law (eg court order, etc)

Appropriate signage is installed on the external entry to the building and also on internal areas where the camera is to operate, advising that cameras are in operation.

Cameras will not zoom in or pry into an individual's activities, or otherwise abuse the privacy of customers or staff.

In employing CCTV cameras at the listed locations and for the purpose stated, the Council will comply with all requirements of the following legislation:

- Information Privacy Act 2000
- Surveillance Devices Act 1999

In the event of a hard drive requiring to be accessed, it will be played on the unit to which it belongs and recorded to portable media such as a videotape or CD and provided to the police or other lawful authority for evidence. Any access to the recordings must be authorised by the Chief Executive Officer, Greater Shepparton City Council.



**R.F. Laing**  
**CHIEF EXECUTIVE OFFICER**