

Policy on public and school bus Closed Circuit Television systems (CCTV)

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Version 4

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Contact details	Passenger Transport Branch Department of Infrastructure, Planning and Logistics Northern Territory Government
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1	March 2017	Connie Gore Business Manager	Formatting.
2	January 2018	Cindy McDonald Director Contracts	<ul style="list-style-type: none"> • Approver changed from Executive Director to Director Passenger Transport. • Formatting in Section 3. • Under Section 4 to allow for other Government Departments and bus providers greater access.
3	December 2021	Sarah Lillecrapp Senior Project Officer Passenger Transport	<ul style="list-style-type: none"> • Formatting, new corporate template. • Updated Sections 2 and 3 for consistency with revised Code of Conduct for school bus travel. • Specific mention that CCTV captures audio information. • In Section 3, added purpose of collecting information via CCTV to include serviceability audits and training. • Specified required details in reporting at Section 8.
4	February 2022	Sarah Lillecrapp Senior Project Officer Passenger Transport	<ul style="list-style-type: none"> • Details on how to submit a FOI request at Section 4. • Data retention schedule added at Section 8. • Updates on how to provide feedback in Section 11.

Acronyms	Full form
CCTV	Closed Circuit Television
DIPL	Department of Infrastructure, Planning and Logistics
FOI	Freedom of Information
NTG	Northern Territory Government
TSU	Transit Safety Unit

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1. Introduction

This Policy establishes the primary purposes of, and the standards required for, the collection, viewing, downloading and use of CCTV video, images and audio captured on the public bus and school bus networks for both network users and bus service providers.

2. Background

The use of CCTV systems has been shown to be an important strategy in improving passenger safety and increasing community confidence in public transport.

CCTV was first introduced to the Northern Territory public transport network in 1998 at bus interchanges, with mobile CCTV units introduced on public buses in 2002. All urban public buses, interchanges and most school buses are equipped with CCTV.

The CCTV system on the public and school bus network captures and records videos, images and audio of people including passengers and bus drivers. This type of record can be 'personal information', which is protected under the *Information Act 2002* (the Act). As a result, every effort is made to keep CCTV records secure and avoid misuse in order to maintain public confidence in the use of the CCTV system.

The Department of Infrastructure, Planning (DIPL) and its bus service providers may provide CCTV footage to schools and the Police in accordance with this Policy and the Act.

3. Objectives and Purposes of CCTV

The installation and use of CCTV is to respond to the following key objectives:

- to reduce the fear of crime and reassure the public; and
- to prevent, deter and detect crime, criminal damage, public disorder, unlawful behaviour and inappropriate conduct.

CCTV systems collect information for a wide range of reasons. The purpose of the collection of information via CCTV on the public and school bus network is to:

- monitor, identify, apprehend and prosecute offenders in relation to crime, criminal damage, public disorder, road traffic accidents and harassment;
- investigate complaints or offences and provide the Police, the Department, other agencies and service providers with evidence upon which to take criminal, civil or disciplinary actions, including investigations according to the *Code of Conduct for School Bus Travel: Guide for Parents and Carers*;
- collect passenger and transport data to monitor and support Departmental transport and network planning objectives and initiatives; and
- CCTV serviceability audits and training.

4. Collection, Use and Disclosure

The videos, images and audio collected by the CCTV system on the bus network are 'information' under the Act. As such, the Act and the associated Information Privacy Principles govern the collection, use, management and disclosure of CCTV videos, images and audio.

Nevertheless, personal information is permitted to be disclosed or used for the purpose for which it was collected. This means bus service providers are permitted to utilise the footage and investigate where

necessary to carry out their day to day business and to disclose information collected by CCTV for the primary purposes outlined in this Policy.

Requests made outside of normal day to day business for CCTV images or information are to be dealt with in accordance with the Department's Freedom of Information (FOI) procedures or otherwise as approved by the Director of Passenger Transport in accordance with the *Information Act 2002*. Any requests for recordings must be directed to DIPLs FOI Officer, email: foi.dipl@nt.gov.au.

For further information refer to the Government's Privacy Statement at: <https://nt.gov.au/copyright-disclaimer-and-privacy>

5. Security and Protection

CCTV data can be exposed to a range of internal and external security risks including tampering, misuse or loss of any data. Physical and electronic security of images is critical to the integrity of the system.

Organisations who capture and record CCTV are to ensure that the personal information they hold is appropriately protected in terms of proper records management procedures and proper internal and external security.

In particular, service providers and Department staff are required to ensure:

- clear policies and procedures are developed with respect to operational and system management that meet the requirements of the Act and applicable Australian Standards;
- policies and procedures align with this Policy and include disciplinary procedures for breaches;
- CCTV equipment, control room, monitors, footage and images are kept secure at all times and are protected from unauthorised access;
- access to and operation of CCTV, including viewing footage and images for operational and official purposes, is strictly limited to fully trained and authorised staff of appropriate managerial level;
- the CCTV system has a high level of data security including encryption and authentication processes, with all access by personnel uniquely identified and logged electronically; and
- operating staff are sufficiently trained in the use of CCTV and any applicable policies and procedures, including confidentiality and privacy requirements.

The CCTV system is not to be used in a manner intended solely to invade the privacy of any individual, which is frivolous, for private purposes or otherwise inconsistent with the Objectives and Purpose of CCTV outlined above.

All persons involved in the operation of the CCTV system are to exercise care to prevent improper disclosure of material.

6. Signage

The public is entitled to be on notice that an area is subject to CCTV surveillance. An awareness of the existence of CCTV can deter inappropriate conduct and may help alleviate concerns about intrusions into privacy.

Signage on the use of CCTV is to be displayed in all areas where CCTV is operating, including at entry points on buses and at interchanges.

7. Operation, Quality and Maintenance

The usefulness of CCTV is dependent on the equipment performing continuously and the images and audio being of a sufficient quality for identification and evidential purposes.

CCTV systems are to provide video, images and audio of a sufficient quality and in a suitable format for tendering as evidence in the courts and contain appropriate identifiers, including a date and time stamp.

Procedures and programs are to be implemented to ensure that CCTV equipment is and continues to be:

- fully operational, including a daily functionality check, with malfunctions promptly rectified;
- positioned appropriately such that cameras capture an appropriate field of view and audio;
- maintained routinely in line with manufacturer's specifications, with faults promptly repaired;
- protected from failure by adequate back-up systems; and
- synchronised with the appropriate date and time standard.

8. Data Retention, Incident Recording and Reporting

CCTV data at interchanges is to be retained for a minimum of 30 days and data from buses is to be retained for a minimum of 10 days. Interchange CCTV and body worn camera footage is managed and saved in evidence.com and the retention schedule is as follows:

- Uncategorized – 110 days;
- Evidential – until manually deleted by the Assistant Manager/Manager Transit Safety;
- Non- Evidential – 110 days;
- Pending Review – 1 year; and
- Training – until manually deleted by Assistant Manager/Manager Transit Safety.

As a means of meeting the Objectives and Purpose of this policy, all known incidents recorded by CCTV are to be downloaded and reported to the contact below in accordance with agreed procedures. Such images/videos will be securely stored and retained until such time as they are no longer required for the purpose outlined in Section 3.

Incidents that:

- may give rise to a claim against the Territory, including a public liability claim, workers' compensation claim or a claim under the *Motor Accidents (Compensation) Act 1979*;
- concern the safety or security of a driver and user of the bus network;
- involve the commission of a criminal offence; or
- involve any type of discrimination, bullying, verbal, and physical or sexual assault

are to be promptly reported to the Director of Passenger Transport and the Director will determine what further investigation or action to take, if any, on behalf of the Territory.

The report should include the following:

- service details to identify the date, time, route number or location of the incident;
- brief description of the incident;

- action(s) taken at the time and any further pending actions required;
- point of contact for further details; and
- relevant reference number or any other reports.

Nothing in this Policy is intended to prevent or inhibit a service provider from making its own determination on what further action to take, including reporting the incident to the Police or other appropriate authority or take disciplinary action.

Storage, retention and disposal of images will otherwise be in accordance with the Act and, if applicable, Northern Territory Government Records Management Standards.

9. Breach of this Policy

Breaches of this Policy may be investigated by DIPL (the Department). The Department reserves the right to apply contractual or disciplinary sanctions for breaches of this policy and may, if appropriate, refer the matter to the Police.

10. Documentation

To support this Policy, the following documents are to be maintained by the bus operator's CCTV administrators and kept in either electronic or hard copy form and be made available to the Department for audit:

1. Copies of all CCTV policies and procedures;
2. A list of authorised staff;
3. A register of all recorded images copied and released and to whom;
4. Records of staff training with respect to CCTV, including the training package;
5. A log of the results of daily functionality checks and actions taken; and
6. A record of the maintenance program, including faults reported and repaired.

11. Feedback, Requests for Information and Complaints

Customer feedback, information and complaints regarding the CCTV system may be made at <https://dipl.nt.gov.au/contact/website-feedback-form>, by phone on 8924 7666 or email Public Transport at Public.Transport@nt.gov.au.

Information requests including CCTV footage must be directed to DIPLs FOI Officer, email: foi.dipl@nt.gov.au.