

# Policy

## Camera Surveillance Policy

**Version:** 3.0 | **Version effective date:** 17/09/2025

**Supersedes:** Camera Surveillance Policy and Procedure 2.0

### Scope

This policy applies to all Queensland Public Trustee (QPT) employees, volunteers and contractors (whether permanent, temporary, part-time, full time or casual). It also applies to any identifiable individual/s that may be captured by camera surveillance pictures or video footage.

This policy covers the purpose, use and storage of camera surveillance footage collected by QPT and is supported by the Camera Surveillance Procedure.

### Purpose

The purpose of this policy is to outline how QPT will manage the use of camera surveillance footage collected by QPT. Camera surveillance includes any equipment used to observe and record images of individuals, such as closed circuit television (CCTV) and body-worn cameras used in house clear outs undertaken by QPT.

### Policy Statement

QPT aims to protect people and assets in the most effective manner possible including, where necessary, through the appropriate application of camera surveillance systems.

In operating camera surveillance, QPT may capture personal information as footage may be clear enough to discern identifiable features of an individual.

Due to the likelihood of capturing personal information, when operating camera surveillance equipment QPT will act in accordance with the Queensland Privacy Principles (QPPs) in the *Information Privacy Act 2009* (Qld) (IP Act), other relevant state laws and information management standards (such as those outlined below under the heading 'References').

### Principles

In managing camera surveillance footage QPT will:

- comply with QPT's [Information Privacy Statement](#);
- comply with the QPPs and the IP Act in relation to any personal information that is collected and subsequently stored, used or disclosed;
- give proper consideration to the human rights contained within the *Human Rights Act 2019* (Qld) when making any decisions or taking any action in relation to the capture, storage, use and disclosure of footage;
- ensure individuals are aware that they may be recorded by advising them that camera surveillance is taking place and advising how the recordings will be stored and the purposes for which it may be used, e.g. through appropriate signage and providing information on QPT's website;

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- securely store images as digital files which are only accessible to authorised officers;
- store images according to legislative requirements on the required timeframes for storage of camera surveillance footage;
- copies of recordings will not be made available for any purpose unless the copies are relevant to the purpose of surveillance, required for law enforcement purposes or otherwise required or authorised by law;
- provide details of how individuals can apply under the *Right to Information Act 2009* (Qld) (RTI Act) for access to camera surveillance footage held by QPT which contains images of them; and
- provide details of how an individual who believes their privacy may have been breached by QPT in operating camera surveillance, can lodge a complaint regarding the collection, storage and security, use or disclosure of their personal information.

## Requirements

### Policy controls and managing non-compliance

Compliance with this policy is mandatory. Managers must ensure the policy is embedded into practice within their units and to report any instances of non-compliance with the Policy Owner. Employees are required to report any instances of non-compliance immediately to their manager.

Actual or suspected privacy breaches must be reported to the Compliance Systems and Governance (CSG) unit as required by the [Privacy Data Breach Response Plan](#).

## Roles and Responsibilities

Roles and responsibilities in relation to the procedure and processes are detailed in the Camera Surveillance Procedure.

## Definitions

Term	Definition
Authorised officers	are QPT employees who are responsible for managing camera surveillance equipment located in QPT Offices. In relation to regional offices, this is the Regional Manager and Assistant Manager unless otherwise specified by the relevant Regional Director. In relation to 410 Ann Street, Brisbane, this is the Manager, Property Operations.
Camera Surveillance equipment	includes any equipment used to observe and record images of individuals, such as CCTV, temporary or fixed cameras (such as automatic number plate recognition cameras), body-worn cameras used in house clear outs and unmanned aerial vehicles (eg. drones).
Closed Circuit Television (CCTV)	is a television system that transmits images in a 'closed loop'. Images are only available to people directly connected to the transmission system or given access rights to a closed user group within an information and communications technology network.

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Body-worn camera	is a non-fixed video camera that attaches to the outside of clothing of an individual.
Individual	is a 'natural person'. There is an ongoing obligation that continues after a natural person has died.
Queensland Privacy Principles (QPPs)	<p>are the thirteen (13) QPPs set out in schedule 3 of the IP Act, ten (10) of which apply in Queensland.</p> <p>The QPPs place strict obligations on an agency when it collects, stores, uses and discloses personal information. However, some exemptions can apply to certain agencies when dealing with particular personal information.</p>
Law enforcement agency	<p>means -</p> <ul style="list-style-type: none"> <li>a) for the purposes of QPP 6 - an enforcement body within the meaning of the <i>Privacy Act 1988</i> (Cwlth) or any entity mentioned in paragraph (b); or</li> <li>b) otherwise: <ul style="list-style-type: none"> <li>(i) the Queensland Police Service under the <i>Police Service Administration Act 1990</i> (Qld); or</li> <li>(ii) the Crime and Corruption Commission; or</li> <li>(iii) the community safety department; or</li> <li>(iv) any other agency, to the extent it has responsibility for: <ul style="list-style-type: none"> <li>A. the performance of functions or activities directed to the prevention, detection, investigation, prosecution or punishment of offences and other breaches of laws for which penalties or sanctions may be imposed; or</li> <li>B. the management of property seized or restrained under a law relating to the confiscation of the proceeds of crime; or</li> <li>C. the enforcement of a law, or of an order made under a law, relating to the confiscation of the proceeds of crime; or</li> <li>D. the execution or implementation of an order or decision made by a court or tribunal; or</li> <li>E. the protection of public revenue.</li> </ul> </li> </ul> </li> </ul> <p>(Schedule 5, IP Act)</p>

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Personal Information	is information or an opinion about an identified individual or an individual who is reasonably identifiable from the information or opinion—  a) whether the information or opinion is true or not; and  b) whether the information or opinion is recorded in a material form or not.  (Section 12, IP Act)
Premises	is the physical location of a building or property owned or leased by QPT.
Privacy Complaint	is a complaint by an individual about an act done or practice engaged in by QPT in relation to the individual's personal information that may be in breach of QPT's obligations under the IP Act and other related legislation.
Footage	is any image captured by camera surveillance equipment operated and maintained by QPT.

## Legislation and other compliance obligations

- [Acts Interpretation Act 1954 \(Qld\)](#)
- [Human Rights Act 2019 \(Qld\)](#)
- [Information Privacy Act 2009 \(Qld\)](#)
- [Public Records Act 2023 \(Qld\)](#)
- [Right to Information Act 2009 \(Qld\)](#)

## Supporting documents

- Camera Surveillance Procedure

## Related resources and information

- Office of the Information Commissioner - [Camera Surveillance & Privacy](#)
- Queensland Government - [Code of Conduct for the Queensland Public Service](#)
- Queensland Government Chief Customer and Digital Officer (QGClO) - [Information access and use policy \(IS33\)](#)
- QGClO - [Information Security Classification Framework](#)
- Queensland State Archives (QSA) - [General Retention & Disposal Schedule](#)
- QSA - [Records Governance Policy](#)
- QSA - [Public Trust Office Retention and Disposal Schedule QDAN651](#)
- QPT - [Customer Complaints Management Policy](#) and [Customer Complaints Management Procedure](#)
- QPT - [Information Privacy Complaints Management Policy](#) and [Information Privacy Complaints Management Procedure](#)
- QPT - [Information Privacy Statement](#)

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- QPT - House Clearout and Inventory Policy and Procedure (D24/25915)
- QPT - QPT\_Information Management Policy
- QPT - [Privacy Data Breach Response Plan](#)

## Contact

For further information, please contact: Compliance Systems & Governance  
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