

Procedure

Camera Surveillance Procedure

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

Supersedes: Camera Surveillance Policy and Procedure 2.0

Scope

This procedure 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.

The collection, use, disclosure, and storage of camera surveillance footage by QPT, must occur in accordance with QPT's Camera Surveillance Policy and this procedure.

This procedure supports the Camera Surveillance Policy.

Purpose

The following procedure relates to the use of camera surveillance equipment, including the collection, storage, use, and disposal of, and access to, digital images.

This procedure aims to:

- Provide guidance on the collection of information using camera surveillance equipment, and on what, how, when and under what circumstances this information can be used and disclosed.
- Ensure roles and responsibilities in relation to the collection, storage, use and disclosure of camera surveillance footage collected by QPT are clearly defined.
- Ensure collection, storage, use and disclosure of camera surveillance footage occurs in accordance with QPT's policies and legislative requirements, including the *Right to Information Act 2009* (Qld) (RTI Act) and the *Information Privacy Act 2009* (Qld) (IP Act).

Overview

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 IP Act, other relevant state laws and information management standards (such as those outlined below under the heading 'References').

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Process/Actions

Operating camera surveillance equipment

- Personal information is collected in accordance with the operational purpose and will be done in a fair and lawful manner. If an individual's identity is apparent, or can reasonably be ascertained from a photograph, video footage or other image, the individual will receive the privacy protections outlined in the IP Act.
- The QPPs require QPT to make people generally aware of:
 - a. what personal information is being collected and why
 - b. if there is a legislative authority for the collection
 - c. how the information will be stored, and
 - d. anyone QPT will give the footage to and anyone they may pass it on to.
- Reasonable steps will be taken to notify Individuals that their personal information may be collected by camera surveillance equipment by, for example, posting privacy notices (signs) in the camera's vicinity. In addition, the QPT Camera Surveillance Policy and this procedure will be available on QPT's website.

Storage and security of camera surveillance footage

- To maintain confidentiality, integrity and availability of the records, camera surveillance records are maintained in accordance with the QPT Information Management Policy and supporting documents and disposal schedules as approved by the Queensland State Archivist, and the [Queensland Government Records Governance Policy](#) (collectively referred to as 'information standards').
- QPT will appropriately secure camera surveillance footage against loss, misuse, and unauthorised access, as a minimum, in accordance with the IP Act and the information standards.
- All camera surveillance equipment will be stored within secure areas and not accessible to unauthorised officers.
- Authorised officers will be trained in the use of the camera surveillance equipment prior to access being granted. Authorised officers will perform their duties in accordance with this policy and procedure, the [Code of Conduct for Queensland Public Service](#), all relevant QPT policies and procedures and all lawful terms of their employment.
- Unless it is required to be retained for use and disclosure in accordance with this procedure CCTV footage of continuous surveillance captured for routine purposes is recommended to be stored for a minimum 30 days after which time the footage will be permanently deleted by being overwritten.
- Authorised officers responsible for house clear outs undertaken by QPT must secure and store video footage in accordance with QPT's House Clearout and Inventories Policy and Procedure.
- Unless it is required to be retained for authorised use and disclosure, video footage taken as part of a house clear out is to be retained in accordance with the [QPT Retention and Disposal Schedule QDAN651](#) or the [General Retention and Disposal Authority](#).

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Use and disclosure of camera surveillance footage

- For camera surveillance footage, the use of the footage may include live monitoring, reviewing footage after an incident, examining footage as evidence, archiving footage for later use, making copies, or manipulating it in some way.
- When QPT provides camera surveillance footage containing personal information to an external third party who does not already possess the personal information (and is not in a position to obtain or access the personal information from another source), this is a 'disclosure' under section 23 of the IP Act.
- Section 23 of the IP Act defines what it means to disclose personal information and to use personal information. Under QPP 6, the PT must not use or disclose personal information for a purpose other than that for which it was obtained. However, alternate use of camera surveillance footage by QPT is permitted in circumstances where one or more of the following apply:
 - the individual has expressly or impliedly consented to the use or disclosure for the secondary purpose;
 - the individual would reasonably expect QPT to use or disclose the camera surveillance footage for the secondary purpose and the secondary purpose is related to the primary purpose;
 - the use or disclosure is authorised or required under law or a court or tribunal order;
 - it is unreasonable to obtain the individual's consent and QPT reasonably believes that the use or disclosure is necessary for a law enforcement activity carried out by or for a law enforcement agency, or to lessen or prevent a serious threat to the life, health, safety or welfare of an individual or to public health or safety;
 - QPT has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to QPT's functions or activities has been, is being or may be engaged in and QPT reasonably believes that the use or disclosure is reasonably necessary for QPT to take appropriate action in relation to the matter;
 - QPT reasonably believes that the use or disclosure is reasonably necessary to assist an entity to locate a person who has been reported as missing and the use or disclosure complies with a guideline in effect under Chapter 3, Part 2 of the IP Act;
 - The use or disclosure is reasonably necessary for the establishment, exercise or defence of a legal or equitable claim;
 - The use or disclosure is reasonably necessary for the purposes of a confidential alternative dispute resolution process;
 - QPT reasonably believes the use or disclosure is reasonably necessary for one or more enforcement-related activities conducted by a law enforcement agency;
 - ASIO has asked QPT to disclose the footage, an officer or employee of ASIO authorised in writing by the director-general of ASIO has certified in writing that the footage is required in connection with the performance by ASIO of its functions and the disclosure is made to an officer or employee of ASIO authorised in writing by the director-general of ASIO to receive the footage.

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Requests for access to camera surveillance footage

- In the exchanging of camera surveillance records between QPT and other Queensland government agencies and/or third parties, QPT must be compliant with legal and legislative requirements, and consistent with the classification schemes and controls defined in the [Queensland Government Information Security Classification Framework](#).
- All requests for access to camera surveillance footage including requests from a law enforcement agency or other emergency service must be approved by:
 - a. a Regional Manager, or the Manager Property Operations or the Principal Property Officer – Facilities Management in relation to CCTV footage; or
 - b. a Regional Manager or the Director Property for body worn camera footage.
- All requests for access to camera surveillance footage that has been recorded by systems not in the control or accessible by QPT (such as a system owned and controlled by the owner of the building/facility) should sent to the Manager Property Operations or the Principal Property Officer – Facilities Management, who will identify the CCTV ownership at the facility in question and seek release of the footage from the building owner.
- Under the *Public Records Act 2023* (Qld), video recordings from camera surveillance systems become public records when they provide evidence for the decisions or actions of a Queensland government agency (in this case QPT). For example, CCTV footage obtained by QPT becomes a public record if it is used as evidence in investigations and/or legal proceedings, or is used as the basis for policy decisions or actions; and body-worn camera footage becomes evidence of the house clear out process that has been conducted in accordance with QPT's House Clearout and Inventory Policy and Procedure.
- Members of the public have a right to apply for access to personal and non-personal information held by a Queensland government agency under the *Right to Information Act 2009* (Qld) (RTI Act) including camera surveillance footage.
- The Public Trustee of Queensland has delegated the power to deal with RTI applications to the Department of Justice (DoJ). RTI applications for QPT documents can be completed [online](#) by selecting DoJ as the agency.

Retention & Disposal of camera surveillance (CCTV) recordings

- In accordance with the Queensland State Archives' (QSA) [General Retention & Disposal Schedule](#), security surveillance recordings such as CCTV recordings of continuous surveillance captured for routine purposes and **which are not required for investigations** (misconduct, accidents, litigation, law enforcement) are retained until the business action is completed.

Note: The recommended capacity to store CCTV footage of continuous surveillance captured for routine purposes is for a minimum of 30 days within the CCTV system after which the footage will be automatically overwritten as part of the normal CCTV system operations and is permanently deleted. Where capacity changes with a change in the quality of the recording or the addition of new cameras, Facilities Management will ensure that the storage capacity is capable of maintaining the footage for 30 days. When permanently deleting footage the IP Act requires QPT to ensure it is securely deleted and not able to be retrieved or reconstructed.

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- CCTV footage of continuous surveillance captured for routine purposes **which is required for law enforcement investigations** must be retained for one (1) year after the recording is sent to the relevant law enforcement agency.
- Body-worn camera footage created as evidence of compliance with QPT's House Clearout and Inventory Policy and Procedure, is maintained in accordance with [QPT Retention and Disposal Schedule QDAN651](#). For example, video taken as part of a house clear out for the administration of a deceased estate is maintained in accordance with retention of records of the deceased estate.

Making a Complaint to the Public Trustee

Individuals who believe their privacy may have been breached by QPT regarding the collection, storage and security, use or disclosure of their personal information, which includes footage taken by camera surveillance equipment, can lodge a privacy complaint, in accordance with the [Information Privacy Complaints Management Policy](#) and the [Information Privacy Complaints Management Procedure](#).

Individuals can also lodge a complaint, such as a complaint relating to a decision or action that was incompatible with human rights and the *Human Rights Act 2019*, in accordance with the [Customer Complaints Management Policy](#) and the [Customer Complaints Management Procedure](#).

Write to: Complaints Officer
 Compliance Systems & Governance
 Queensland Public Trustee
 GPO Box 1449
 Brisbane 4001

Email: complaints@pt.qld.gov.au

Roles and Responsibilities

Position	Responsibility
The Public Trustee of Queensland	Overall responsibility for privacy compliance within QPT.
Director, Compliance Systems & Governance	Ensure this policy and procedure is reviewed every two (2) years, or more frequently as required.
Executive Directors	Ensure compliance with this policy and procedure by the programs for which they have responsibility.
Director, Property Manager, Property Operations	Ensure the camera surveillance equipment is well maintained and operational. Ensure that each workplace has appropriate signage notifying of the operation of camera surveillance equipment. Appoint authorised officers to monitor system operations. These authorised officers are responsible for the maintenance and operation of the system as well as the storage of images.

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	<p>Ensure that all authorised officers involved in the recording, observation and capture of images have had appropriate security checks and are informed, through training or through other means, of their responsibility to act in accordance with this policy and procedure, QPT's House Clearout and Inventory Policy and Procedure, the Code of Conduct for Queensland Public Service and all relevant QPT policies and procedures.</p> <p>Consider requests for access to camera surveillance footage, including requests from a law enforcement agency or other emergency service.</p>
Authorised officers (being permanent, temporary or casual PT employees) and contractors	<p>Attend training on the use of camera surveillance equipment, privacy obligations and responsibilities in complying with the requirements of the IP Act and the Camera Surveillance Policy and this procedure.</p> <p>Maintain and ensure the security of records, including downloaded and retained camera surveillance imagery, in accordance with this policy and procedure, QPT's House Clearout and Inventory Policy and Procedure, the <i>Public Records Act 2023</i>, and the Queensland Government Records Governance Policy.</p> <p>Carry out work involving camera surveillance equipment in a safe and secure manner.</p> <p>Conduct routine inspections to ensure systems are fully operational.</p>
Managers	<p>Ensure the policy is embedded into practice within their units and report all incidents that breach this policy to the Policy Owner.</p> <p>Consider and decide on requests for access to camera surveillance footage, including requests from a law enforcement agency or other emergency service.</p> <p>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.</p>
Employees	<p>Report all incidents that breach this policy to their manager. If unclear on any aspect of the policy or procedures, employees must raise the issue with their manager.</p> <p>Report any problems with camera surveillance equipment to the Director, Property or Manager, Property Operations.</p>

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).

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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.
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 in certain circumstances.</p>
Law enforcement agency	<p>means -</p> <ul style="list-style-type: none"> 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 b) otherwise: <ul style="list-style-type: none"> (i) the Queensland Police Service under the <i>Police Service Administration Act 1990</i> (Qld); or (ii) the Crime and Corruption Commission; or (iii) the community safety department; or (iv) any other agency, to the extent it has responsibility for: <ul style="list-style-type: none"> 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 B. the management of property seized or restrained under a law relating to the confiscation of the proceeds of crime; or C. the enforcement of a law, or of an order made under a law, relating to the confiscation of the proceeds of crime; or D. the execution or implementation of an order or decision made by a court or tribunal; or E. the protection of public revenue. <p>(Schedule 5, IP Act)</p>
Operational purpose	<p>for which QPT utilises camera surveillance is to:</p> <ul style="list-style-type: none"> a) provide an enhanced level of security; b) deter and/or detect unlawful activity on its premises, such as with a CCTV system;

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	<ul style="list-style-type: none">c) facilitate a fast and effective response to emergency, law enforcement or regulatory agencies by allowing access to camera surveillance footage; andd) perform safe, transparent and auditable house clear outs, via the use of body-worn cameras or other portable video recording devices.
Personal Information	<p>is information or an opinion about an identified individual or an individual who is reasonably identifiable from the information or opinion—</p> <ul style="list-style-type: none">a) whether the information or opinion is true or not; andb) whether the information or opinion is recorded in a material form or not. <p>(Section 12, IP Act)</p>
Premises	are 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 Policy

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 (QGCIO) - [Information access and use policy \(IS33\)](#)
- QGCIO - [Information Security Classification Framework](#)
- Queensland State Archives (QSA) - [General Retention & Disposal Schedule](#)
- QSA - [Records Governance Policy](#)
- QSA - [QPT Retention and Disposal Schedule QDAN651](#)

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- 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](#)
- 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

Email: privacy@pt.qld.gov.au