



Office of the Information Commissioner
Queensland

Information Privacy and Camera Surveillance Survey
2015

University and TAFE Sector Survey Report

Queensland University and TAFE sector responses

All data and information in this document are believed to be accurate and have come from sources believed to be reliable. Upon completion of the survey, consistency checks, data cleaning and editing were carried out. Where the resolution of an issue was not immediately apparent, agencies were contacted to clarify their responses. While this process resolved nearly all of the data issues, some minor issues were still not able to be resolved. Accordingly, the Office of the Information Commissioner cannot guarantee or represent that the data and information are accurate, up to date or complete, and disclaims liability for all claims, losses, damages or costs of whatever nature and however occurring or arising as a result of relying on the data and information, regardless of the form of action, whether in contract, tort (including negligence), breach of statutory duty or otherwise.

The OIC wishes to thank all responding agencies for their co-operation.



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1 Overview

Almost one tenth of the cameras operated by Queensland government agencies were operated by the university and TAFE sector. The university and TAFE sector was reported as part of the other agency sector in 2011-12 and thus comparisons to 2011-12 results are not available.

Proportion of agency fixed surveillance cameras operated by universities and TAFE

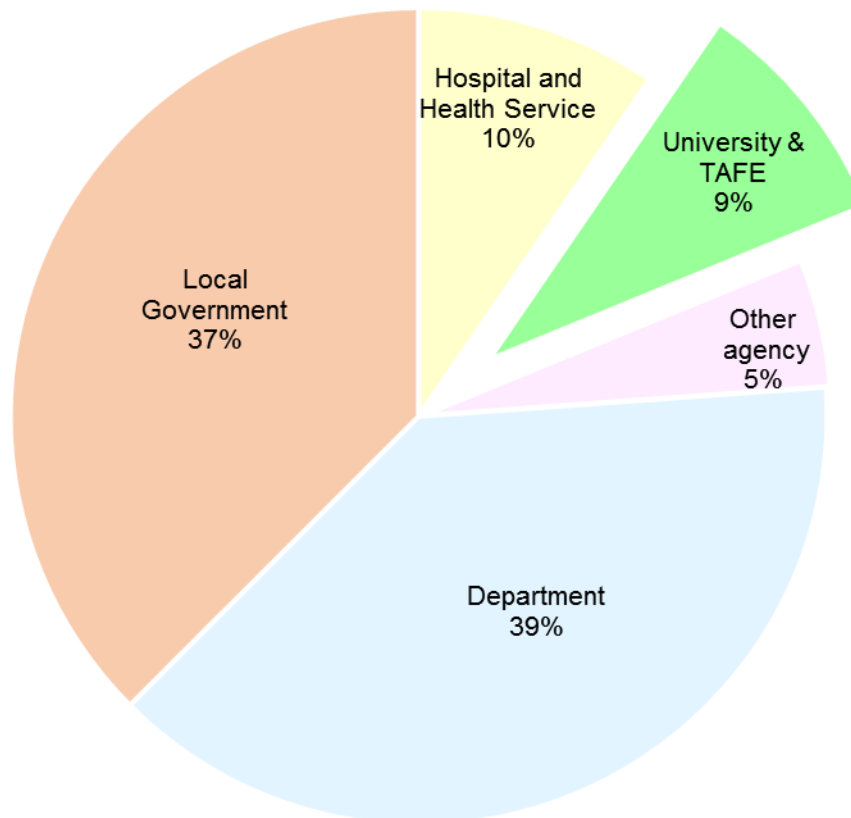


Chart U&T 1 Proportion of fixed surveillance cameras operated by agencies in the university and TAFE sector

The university and TAFE sector overall reported the highest level of inclusion of privacy elements in their policies and procedures governing the operation of surveillance camera systems compared to other agency sectors.

Agencies in the university and TAFE sector were the most likely to have actively informed the community about surveillance than any other government sector, but in common with all agencies, agencies in the university and TAFE sector could have made better use of their websites to provide more information about camera surveillance.

While the university and TAFE sector overall performed well there was still room for improvement in this sector. The university and TAFE sector accounted for almost one in ten government fixed surveillance cameras, and all the agencies in this sector operate significant fixed camera installations. Improvement in the operation of camera surveillance in the university and TAFE sector would have an impact on protection of privacy for the community.

2 Surveillance camera deployment

All 8 agencies in the Queensland university and TAFE sector responded to the survey in 2015, and all reported operating fixed surveillance cameras in 2015.

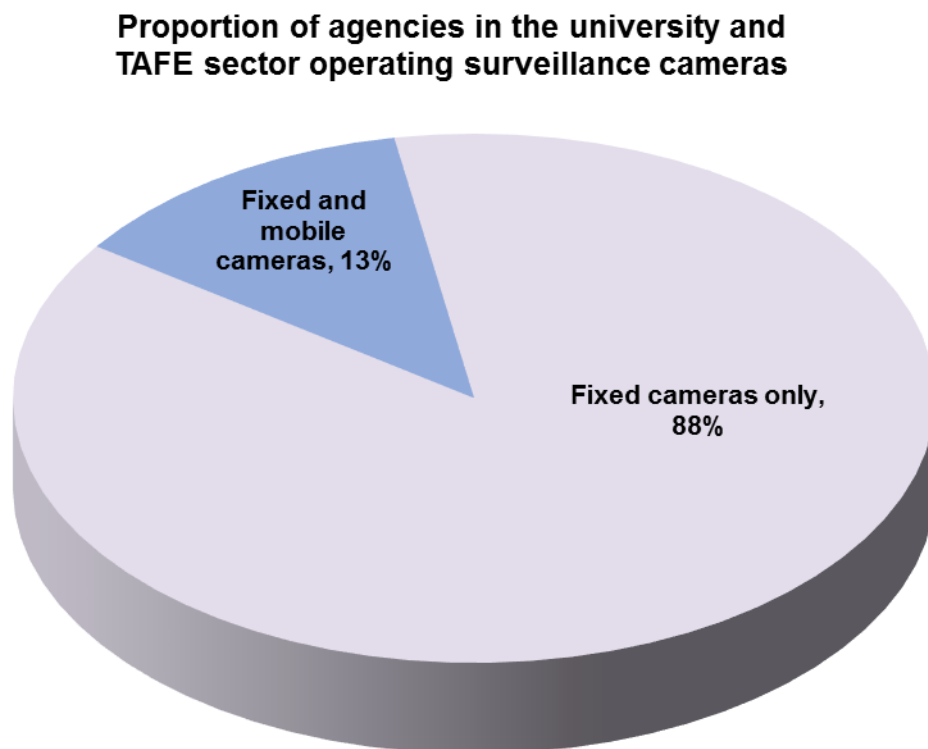


Chart U&T 2 Proportion of agencies in the university and TAFE sector which operated fixed and mobile surveillance cameras

3 Number of cameras

The university and TAFE sector reported operating almost 3,000 fixed surveillance cameras in 2015, which was almost one in ten of all fixed surveillance cameras operated by Queensland government agencies in 2015.

Proportion of all fixed surveillance cameras operated by agencies in the university and TAFE sector

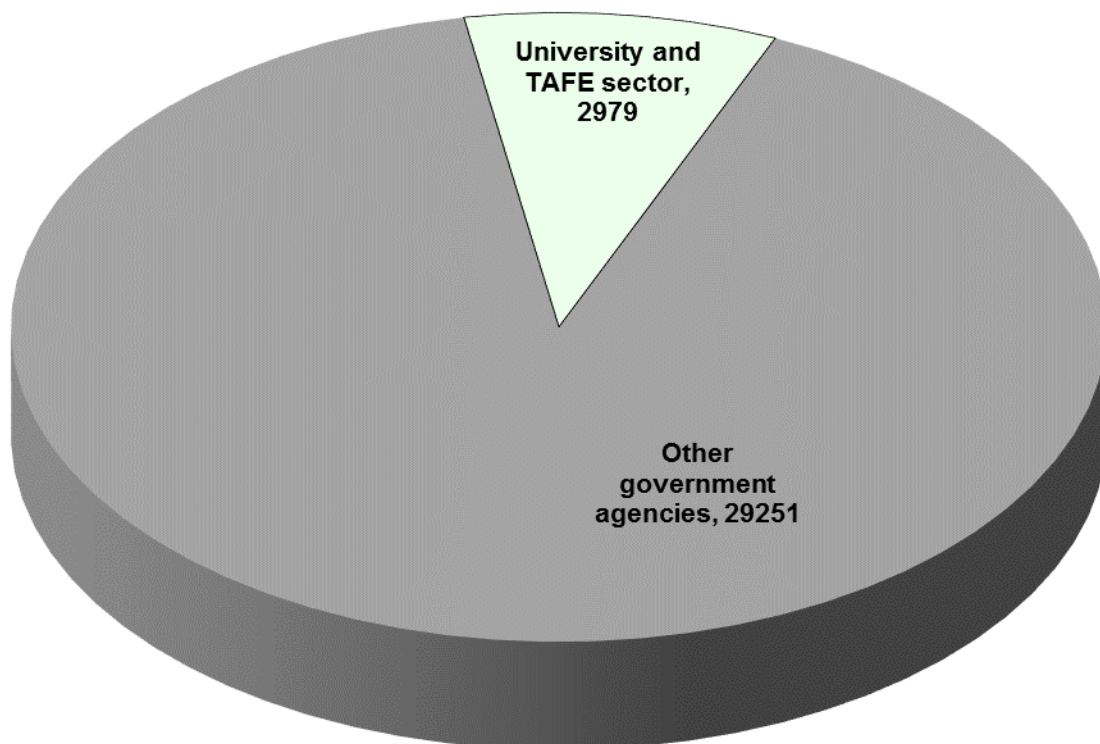


Chart U&T 3 Proportion of all fixed surveillance cameras operated by agencies in the university and TAFE sector

The size of university and TAFE fixed camera deployment sizes varied between almost 100 cameras to over 700 cameras. The size of fixed camera deployments was fairly evenly distributed. All agencies in the university and TAFE sector tracked and reported on the size of their fixed camera surveillance systems.

Agencies in the university and TAFE sector were much more likely than agencies overall to operate large fixed surveillance camera deployments (all agencies in the university and TAFE sector operated more than 90 fixed surveillance cameras each). The university and TAFE sector showed an increase in the number of agencies operating higher numbers of cameras from 2011-12.

4 Placement of surveillance cameras

The university and TAFE sector reported that 39% of all the fixed surveillance cameras were used for monitoring within administration buildings. Around a fifth of all fixed surveillance cameras were used to monitor each of the areas of pedestrian traffic, the exterior of buildings or other property assets and other areas. The comments on the survey indicated that these other areas included computer laboratories and classrooms, recreation facilities, car parks, shops etc. The university and TAFE sector on average used more cameras to monitor within administration buildings than other government agencies but had similar numbers of cameras for other location types except for public transport conveyances where they had only seven cameras.

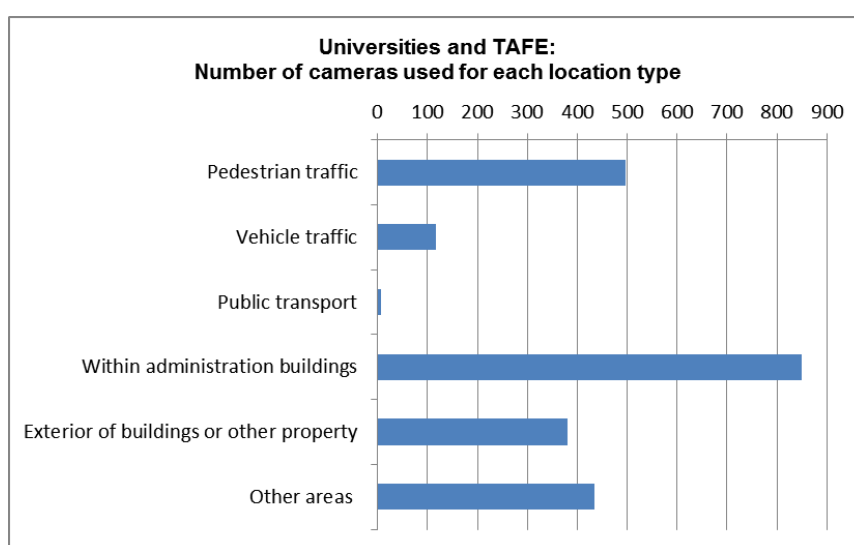


Chart U&T 4 Number of cameras used by agencies in the university and TAFE sector for each identified location type. Note some cameras monitored multiple location types.

Implementation of policies and procedures

The university and TAFE sector overall reported the highest level of inclusion of privacy elements in their policies and procedures governing the operation of surveillance camera systems compared to other agency sectors.

Almost three quarters of the university and TAFE sector had implemented 13 or more of the identified privacy elements in policies and procedures out of the 16 specified. Only a single agency in this sector had implemented less than seven of the identified privacy elements in their policies and procedures.¹

The university and TAFE sector was more likely to provide full implementation of training for staff in surveillance camera system policies and procedures than any other sector (57.1%).

¹ One agency in this sector did not answer this question.

While the best performing sector in this regards, the survey identified that there was still some room for improvement in this area.

5 Reasons for implementing surveillance cameras

The university and TAFE sector uniformly identified property protection as one of the reasons for installing fixed camera surveillance systems. In common with agencies overall, the university and TAFE sector also identified public and staff safety; crime prevention, investigation and enforcement; increasing the public perception of safety; and improving the capacity to respond to issues as the common purposes for installing fixed camera surveillance systems. Agencies in the university and TAFE sector were more likely to identify property protection; crime investigation and enforcement; increasing the public perception of safety; and traffic management as reasons for implementing camera surveillance than agencies overall.

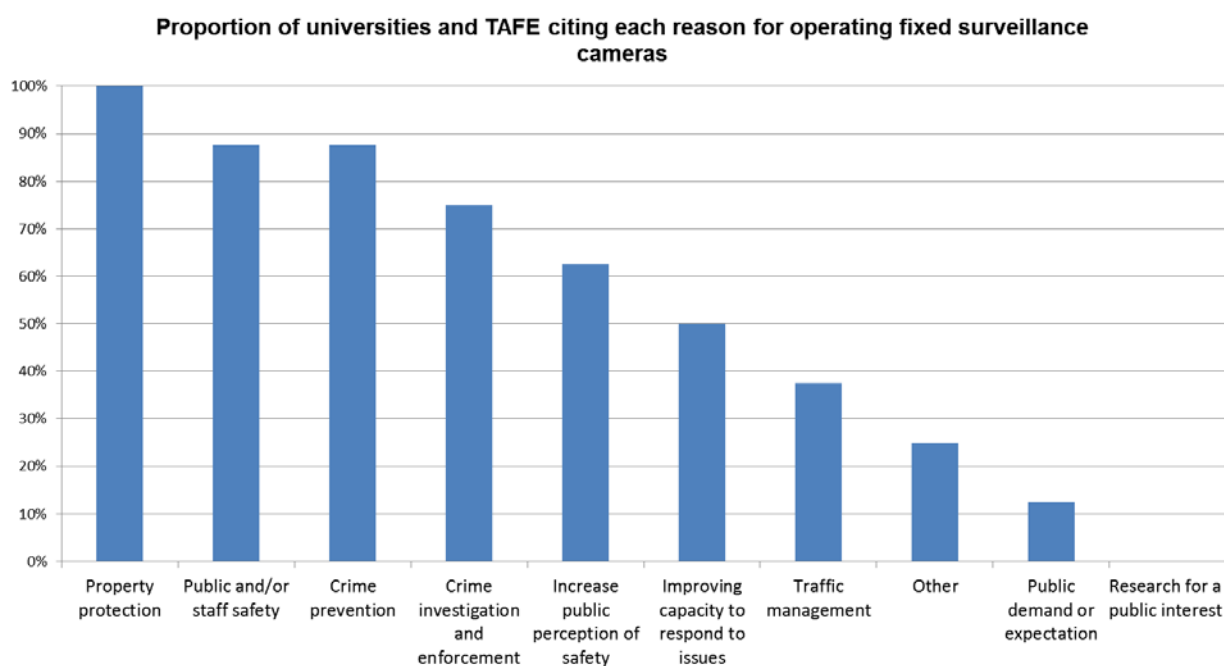


Chart U&T 5 Proportion of agencies in the university and TAFE sector citing each reason for operating fixed surveillance cameras

Three quarters of the university and TAFE sector (six agencies) reported relying on at least one item of information or evidence to support the introduction of surveillance camera systems, which most commonly were described as research into the effectiveness of surveillance cameras and evaluations of existing surveillance cameras. Only one agency in the university and TAFE sector had completed a privacy impact assessment to support the introduction of their surveillance camera system.

6 Making information on surveillance cameras publicly available

All but one university or TAFE operating camera surveillance systems stated they actively informed the community about the surveillance. Compared to other agency types, the university and TAFE sector was more likely to have actively informed the community about surveillance than any other government sector.

The communication method that the university and TAFE sector was most likely to use was a notice in the general area where cameras were used (six out of seven agencies providing information to the community). The university and TAFE sector was more likely to provide information in a publicly accessible document (57.1%) than any other sector. Other methods of informing the community that were used by the university and TAFE sector were providing a notice in the immediate vicinity of each camera (42.9%), on individual request (28.6%) and by other means (28.6%). Three agencies in this sector provided information to the public about the process whereby people could seek to access footage, and the website scan confirmed this information was provided on two university and TAFE websites.

The university and TAFE sector was the most likely to provide information on the agency's management of camera surveillance on their website (62.5%), but only one agency in the university and TAFE sector made this information easy to find. Four additional agencies in the university and TAFE sector had information on the agency's management of camera surveillance on the website, but a search was required to locate the information. Only one agency in the university and TAFE sector included camera surveillance footage in their lists of personal information holdings on their website.

Four agencies in the university and TAFE sector stated that they provided information on their camera surveillance system in a publicly available document. Three had an identified policy or procedure published on their website for managing camera surveillance. There was a varied level of information provided in the policies on agency practices to protect camera surveillance footage against unauthorised access and disclosure and secondary use and disclosure. Two of the identified policies and procedures addressed the majority of the reviewed provisions, mainly at a detailed level.

7 Data storage and security of footage

All agencies in the university and TAFE sector stored their camera surveillance footage themselves on their own facilities, and all had implemented at least two security measures to protect the camera surveillance footage.

All agencies in the university and TAFE sector reported managing access to surveillance camera footage through password protection. Agencies in the university and TAFE sector also reported being likely to manage access to surveillance camera footage through limiting authorised access to specific individuals and documented security procedures for access by external entities. Half of the university and TAFE sector reported using physical security measures such as locked storage, and ensuring access to footage was documented. Three agencies in this sector had also implemented encryption of surveillance footage. The university and TAFE sector reported implementing more formal management procedures than any other agency sector.

8 Disclosure of camera surveillance footage

All agencies in the university and TAFE sector had received a request for access to the footage.

While agencies in the university and TAFE sector operated almost 10% of all fixed surveillance cameras, these agencies accounted for very few access requests for camera surveillance footage in the last 12 months, a total of around 60 requests across the university and TAFE sector out of over 4,200 requests received across all sectors.

Five agencies in the university and TAFE sector reported having documented policies and procedures as to how an individual could seek access to footage containing images of them, and six had documented policies and procedures for staff as to how to review footage and extract relevant material in response to a request for footage.

Three agencies in the university and TAFE sector reported having publicly available information as to how people can access to footage. The website scan found this information on the website of one of these three agencies and one additional agency in the sector.

The university and TAFE sector was the most likely sector to have an administrative access arrangement with another entity concerning access to camera surveillance footage. All but one of these agencies had an administrative arrangement with another government agency concerning access to camera surveillance footage, most commonly the Queensland Police Service. Five agencies in the university and TAFE sector with an administrative arrangement had access occurring according to a formal written agreement or procedure and three used a standardised request form.

9 Private sector contractors

Only one university or TAFE had its camera surveillance system operated in part or full by a private sector contractor. In this regard, no individual agency information is reported for the university and TAFE sector.

10 Mobile surveillance cameras

Due to the small number of agencies in the university and TAFE sector, Hospital and Health Services and other agency sectors which reported operating mobile surveillance cameras in 2015 these sectors were analysed and reported together with regards to mobile surveillance cameras.

These three sectors were the least likely to operate mobile surveillance cameras. Less than one in twelve of these agencies reported operating mobile surveillance cameras.

These sectors operated a combined 45 mobile surveillance cameras, which was only 3.1 % of all mobile cameras reported by Queensland government agencies. Six agencies, including one university, operated a mix of body-worn cameras, temporary cameras, vehicle mounted cameras and mobile cameras in other areas. Almost two thirds of these mobile cameras were operated as temporary cameras, such as short-term fixed cameras or cameras operated from parked vehicles (29 cameras).

Four of the six agencies with mobile camera systems reported having separate or specific policies and procedures for mobile camera operations.

These agencies reported public and/or staff safety was the most common reason for having mobile camera surveillance systems with other agencies reporting multiple other additional reasons.

Only one of these agencies reported making information on the agency's use of mobile cameras publicly available.