

Slide 1



This presentation provides an overview of the Victorian Auditor-General's report *Security and Privacy of Surveillance Technologies in Public Places*.

Background



Public safety CCTV systems
Used by Victoria Police



Corporate CCTV systems
Installed in council offices,
pools, libraries, performing arts
centres and waste facilities.

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Local councils are using advances in surveillance technology to legitimately collect information about people’s daily activities, for the purposes of public safety and asset protection.


They need to fulfil their responsibility to respect individuals’ right to privacy by managing these systems well and in compliance with privacy requirements.

Councils’ closed circuit television (CCTV) surveillance systems fall into two main categories:



- Public safety systems installed in public spaces for use by Victoria Police
- Corporate systems installed in and around council facilities for use by council staff.

What we looked at

 We looked at whether five local councils keep information collected from CCTV surveillance systems secure and protect the privacy of individuals.

 **Councils**

- City of Melbourne
- Whitehorse City Council
- Hume City Council
- East Gippsland Shire Council
- Horsham Rural City Council.

 more than **1100** cameras (and increasing) 

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The councils we audited were:



- City of Melbourne
- Whitehorse City Council
- Hume City Council
- East Gippsland Shire Council
- Horsham Rural City Council.

Between them, these councils have more than 1 100 CCTV cameras and their use of surveillance devices is increasing.


We assessed whether councils keep the information they collect from these CCTV surveillance systems secure, and whether they protect the privacy of individuals.

Specifically, we assessed the management and use of surveillance devices in public places by these councils to see whether they adhere to relevant privacy laws and appropriate use policies, and whether they protect the information they collect from unauthorised disclosure.

What we found



No incidents of inappropriate use



Councils can't demonstrate they're protecting private information collected through CCTV due to gaps in:

- Security and access controls
- Review of system use

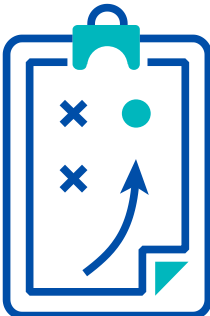
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The audited councils advised that they have never found an incident of inappropriate use of surveillance systems or footage, and The Office of the Victorian Information Commissioner (OVIC) advised that it has never received a complaint about such use.

However, we found that these councils could not demonstrate that they are consistently meeting their commitments to the community to ensure the protection of private information collected through CCTV systems. This is due to weaknesses in security and access controls, and a lack of review of how CCTV systems are being used.

This means that currently, it would be hard to detect if someone was using CCTV information inappropriately.

Policies and procedures




✓	4/5 councils have a policy to guide management of CCTV
✗	We found gaps in these policies
✗	Lack of robust, documented operating procedures

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Except for Horsham, all the audited councils have a policy to guide their management of CCTV systems.

However, we found that these policies didn't cover all the important aspects that they should and the councils didn't have adequate operating procedures to instruct staff on how to manage corporate CCTV systems.

Privacy





✘	Only one council could demonstrate consideration of privacy impacts when installing CCTV
✘	Limited evidence of community consultation

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Only East Gippsland could show that it considers privacy impacts when deciding to install new CCTV cameras in public places.
We also found only limited evidence of councils consulting their communities when considering new CCTV systems.


Oversight of public safety CCTV systems






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Apart from City of Melbourne, none of the councils have adequately used their agreements with Victoria Police to ensure proper oversight of - and accountability for - the use of public safety CCTV systems.

Oversight of corporate CCTV systems



	3/5 don't have sufficient senior management involvement
	No regular reporting
	No formal committees or assurance processes

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Only Melbourne and East Gippsland had sufficient senior management involvement in the use of corporate CCTV systems, and none of the audited councils reported regularly on the use of these systems.

In addition, none of the councils had formal committees or assurance processes to oversee the management and use of their corporate CCTV systems.

Information security

Councils need to:



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- Improve physical security and access controls
- Regularly assess whether those controls are working

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All five councils can improve the security of the personal information they gather through their CCTV systems to better protect the privacy of individuals.

Key areas to address include improving physical security and access controls for corporate CCTV systems and regularly checking whether those controls are working.

Recommendations

9 recommendations for Melbourne, Whitehorse, Hume, Horsham and East Gippsland

- review and update CCTV policies to address the PDPA requirements
- assess CCTV systems for compliance with policy
- develop operating procedures for corporate CCTV systems
- assess the privacy impacts of proposals for new CCTV surveillance devices
- allocate senior management responsibility for CCTV systems and report on use
- undertake periodic internal audits of CCTV system use and data security
- address access control and data security weaknesses for corporate CCTV systems
- regular audits and evaluations of public safety CCTV systems and hold system oversight committees to account for meeting responsibilities agreed with Victoria Police.

1 recommendation for Horsham Rural City Council **1 recommendation for City of Whitehorse**

Establish and implement a CCTV policy. Establish an agreement with Victoria Police for the public safety CCTV system at the Box Hill mall.

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We made nine recommendations for all five councils and one recommendation each for Whitehorse and Horsham.

The audited councils accepted our recommendations.

For further information, please view the full report on our website:
www.audit.vic.gov.au

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