

Use of CCTV

CHL is committed to providing safe and secure premises and environment for its customers and employees. CHL has developed a policy and procedure regarding the installation and use of CCTV and understands the importance of managing the disclosure of material in accordance with privacy requirements and state legislation.

Why we collect and use CCTV

CCTV is used for a range of purposes, including but not limited to:

- act as a deterrent to reduce crime and/or antisocial behaviour
- protect assets and customers located at or within the premises
- increase perception of and actual safety and well-being of customers.

When we will give access to CCTV

Access to our footage is limited to internal authorised personnel. Where permitted CHL may disclose CCTV footage to third parties (such as law enforcement agencies). A disclosure request must be submitted to our Privacy Officer for assessment. All decisions to release footage will be documented by the Privacy Officer.

How we manage CCTV installation

CHL will communicate its decision to install and use CCTV at its premises with impacted customers, including informing new customers moving into a premise where CCTV is active.

CHL may consult with customers prior to installation.

CCTV devices will be located in a visible location and signage will:

- contain wording to advise customers that CCTV is in operation and that they may be under surveillance
- outline operating hours of CCTV (for example, 24/7 recording)
- note 'CHL Group' responsible for the management and operation of the CCTV
- a contact number for enquiries/maintenance requests related to CCTV.

If a CHL customer wants to install CCTV

Should a customer wish to install CCTV at a CHL premise they must first advise CHL by speaking with their local Housing Officer and submitting a property modification request.

In most cases installation of CCTV at a CHL premise can be approved on the grounds of increasing personal safety (i.e. follow an AVO or FDV incident/s).

Customers should consider the following when installing CCTV:

- Security is the primary purpose of most CCTV surveillance, so cameras should be installed to maximise coverage of the main entrance and exit to the premise.
- Cameras within easy reach can become targets for vandals, so placing cameras out of harm's way is important.
- Cameras should not be placed to maximise opportunities to 'spy on' neighbours or their guests, but should be positioned for legitimate, reasonable, purposes only.

Appealing decisions or actions

If you disagree with a decision CHL has made, please refer to CHL's *Feedback, Complaints and Appeals Policy*.

Any Questions

If you have any questions about this information or on any other housing related matter, please contact your nearest CHL Office or visit our website www.chl.org.au.