

Bread and Roses Co-operative Homes (Kitchener) Inc.

Video Surveillance Policy

Policy Statement

1. Purpose

- (a) It is the policy of Bread and Roses Cooperative Homes, hereafter referred to as the co-op, to utilize video surveillance as necessary in accordance with this Corporate Policy - Video Surveillance Systems (the "Policy").
- (b) Video security surveillance systems are a resource used by the co-op for the purpose of increasing the safety and security of **members**, staff and members of the public, to protect public safety, our corporate assets and property and to detect and deter criminal activity and vandalism.
- (c) The co-op is authorized to conduct video surveillance under the **Personal Information of Protection of Electronic Documents Act (PIPEDA)**, as applicable. The co-op recognizes that video surveillance technology has the potential for infringing upon an individual's right to privacy and although video surveillance technology may be required for legitimate operational purposes, its use must be in accordance with the provisions of **PIPEDA**, as applicable, and any other applicable privacy laws.
- (d) Whereas the aim is to have functional and working cameras at all times, this Policy does not require or guarantee that a camera or recording equipment will be recording or monitored in real time at all times.
- (e) The co-op's agents involved in the operation of this video surveillance program shall be trained on this Policy and their statutory obligations in performing their duties and functions related to the operation of the video surveillance system and the co-op video surveillance program.
- (f) The co-op's agents will be subject to review under existing disciplinary policy if they breach this Policy or applicable privacy laws.

2. Collection, Use and Disclosure

"Personal Information" as collected by the co-op pursuant to this Policy means recorded information about an identifiable individual, including, but not limited to, information relating to an individual's race, colour, national or ethnic origin, sex, age. If a video surveillance system displays such characteristics of an identifiable individual or the activities in which he or she is engaged, its contents will be considered "personal information".

- (a) Personal Information collected by the co-op pursuant to this Policy will be recorded and will only be used for the purposes set out herein, or as may otherwise be

permitted or required by law. For example, Personal Information may be disclosed to the police or other law enforcement agencies in Canada to aid an investigation. In the event of a reported or observed incident, the review of recorded information may be used to assist in the investigation of the incident.

- (b) Disclosure of storage devices should be made to authorities only upon the presentation by the authorities of **an active investigation**, warrant or court order for the same and upon completion of a form setting out the name of the individual(s) who took the storage device, under what legal authority, the date and whether the storage device will be returned or destroyed after its use by the authorities.
- (c) Storage devices containing Personal Information may be shared with third party service providers who have a need to access such information and only upon them entering into an agreement to keep such information confidential and handling the Personal Information in accordance with the terms of this Policy and applicable law.

3. Protecting your Personal Information

- (a) Personal Information collected by the co-op is protected to avoid unauthorized access. Access to the storage devices where recorded Personal Information is retained is only permitted by personnel authorized, two people out of a set list, in accordance with this Policy. Systems are password protected.

4. Access

The Personal Information recorded by video surveillance is subject to freedom of information and privacy laws. You have the right to access the Personal Information we hold relating to you, including on video recordings. You may request access by contacting the co-op office in writing. Requests for Access may be denied in certain circumstances as set out in **PIPEDA**, including where disclosure would interfere with a law enforcement matter or investigation or unjustifiably invade another person's privacy.

5. Retention *(amended November 28, 2016)*

- (a) Personal Information will only be retained as long as necessary to fulfill the purposes for which it was collected pursuant to this Policy, or as otherwise permitted or required by law.
- (b) Personal Information that has not been viewed for law enforcement or public safety purposes should be erased no more than thirty-five (35) days after recording. Personal Information that has been viewed for law enforcement and public safety purposes must be retained for a certain period thereafter (the requirement is one year in accordance with **PIPEDA** unless a shorter retention period is specified by law).

6. Disposal

Old storage devices will be securely disposed of in a way that the personal information cannot be reconstructed or retrieved. They may include shredding, burning or magnetically erasing the personal information. Disposal of **devices** will be verified in writing.

7. Breach

In the event of a collection, use, disclosure or retention in violation of applicable privacy laws, the co-op will comply with all recommendations of the Office of the Information and Privacy Commissioner of **Canada** in responding to breaches. The Coordinator will respond to any inadvertent disclosures of Personal Information. Any breach of the Acts will be reported to the Board of Directors.

8. Training

- (a) This policy and any related processes or guidelines must be incorporated into training and orientation programs of the co-op. Training programs addressing staff obligations under the relevant legislation shall be conducted as necessary.
- (b) The co-op's agent and service providers are required to review and comply with this Policy and applicable privacy laws in performing their obligations related to the video surveillance system.
- (c) The co-op's agent that violates this Policy or applicable privacy laws may be subject to discipline.

9. Designated Responsibilities

- (a) The co-op will maintain control of and responsibility for the video surveillance system on its premises at all times.
- (b) The co-op Coordinator is responsible for the co-op compliance with applicable privacy laws and this Policy.
- (c) Personnel engaged by the co-op are responsible for ensuring the establishment of procedures for video surveillance equipment, in accordance with this Policy and any legal requirements.
- (d) Personnel engaged by the co-op are further responsible for the life-cycle management of authorized video security surveillance systems, specifications, equipment standards, installation, maintenance, replacement, disposal and related requirements (e.g. signage), including:
 - (i) Documenting the reason for implementation of a video surveillance system at the designated area.

- (ii) Maintaining a policy regarding the locations of the reception equipment.
- (iii) Maintaining a list of personnel who are authorized to operate the systems and access any recordings, including the circumstances under which access is permitted. Logs must be kept of any access to such recordings.
- (iv) Maintaining a record of the times when video surveillance will be in effect.

10. Installation and Placement *(amended November 28, 2016 and May 28, 2018)*

When using video surveillance equipment, the co-op will comply with the following:

- (a) The use of each video surveillance camera should be justified on the basis of verifiable, specific reports of incidents of crime or significant safety concerns or for crime prevention. Video cameras should only be installed in identified public areas where video surveillance is necessary to protect public safety, corporate assets and property, including detecting and deterring criminal activity and vandalism.
- (b) Privacy intrusion should be minimized to that which is absolutely necessary to achieve the co-op required, lawful goals.
- (c) Equipment to monitor video surveillance will be installed in a strictly controlled access area. Only personnel authorized under this Policy may access to the access area and the equipment. Monitors showing personal information captured by the video surveillance equipment will not be located in a way that that enables the public to view it. An exception to this rule would be allowed if it becomes technically or financially feasible to install cameras above building access panels or on parking lots, in which case secure livestreaming of access panel, building lobbies and/or the external video may be permitted to members only.
- (d) In order to ensure the security of livestreamed video (where permitted), each member household shall be assigned a unique password. Passwords shall be revoked upon move out and new passwords shall be assigned to new members when they move in. Passwords may also be revoked in the event of any evidence of misuse of livestreamed video (e.g. for monitoring the comings and goings of neighbours). A list of assigned passwords shall be kept in a secure manner and shall be accessible by only persons authorized by the Board of Directors.
- (e) Equipment will be installed in such a way that it only monitors those spaces that have been identified as requiring video surveillance. Video surveillance equipment will never monitor the inside of areas where the public or employees have a higher expectation of privacy such as change rooms and washrooms. Equipment shall not be focused on individuals' doors or through windows or through windows of neighbouring buildings.

- (f) Every effort must be made to ensure that the adjustment of the camera position will be restricted to only designated areas are being monitored, and that if the camera intrudes on any persons personal unit they will be notified immediately.

11. Service Providers

- (a) The co-op will ensure that any agreements between the co-op and its service providers state that records under the video surveillance program remain under the co-op's control and subject to applicable privacy laws.
- (b) Violation of this Policy or applicable privacy laws by service providers will be considered a breach of the contract.
- (c) Agreements with Service Providers should ensure that employees of service providers sign written confidentiality agreements, including complying with this Policy and applicable privacy laws in respect of personal information collected under the video surveillance program.

12. Audit of Surveillance Policy and Practices

- (a) The co-op will ensure that the use and security of its video surveillance program and equipment is subject to regular audits, at least once a year, to address compliance with this policy and applicable laws. The audit will also include a review of whether ongoing video surveillance is justified based on the requirements set out in this policy. Any deficiencies or concerns identified by the audit will be addressed immediately.
- (b) The co-op staff and service providers will be made aware that their activities are subject to the audit and that they may be called upon to justify their surveillance.
- (c) Any questions or concerns related to the co-op handling of personal information collected through video surveillance can be directed to:

Bread and Roses Cooperative Homes
307 Queen St S, Office
Kitchener, ON N2G 4V3
(519) 742-4886

13. Notification

The public must be notified of the existence of video surveillance equipment by clearly written signs prominently displayed at the entrances, exterior walls, and interior of buildings and/or perimeter of the video surveillance areas. Signage must inform individuals of the legal authority for the collection of personal information; the principal purpose(s) for which the personal information is intended to be used and the title, business address and telephone number of the appropriate

contact at the co-op in order to answer questions about its personal information management practices.

PASSED BY BOARD OF DIRECTORS: November 5, 2014

APPROVED BY THE MEMBERS: November 26, 2014

AMENDED BY THE MEMBERS: November 28, 2016

AMENDED BY THE MEMBERS: May 28, 2018

PROPOSED AMENDMENTS, APPROVED BY BYLAW COMMITTEE: February 20, 2020

TO BE CONSIDERED BY BOARD OF DIRECTORS: March 24, 2020

Corporate Secretary



ATTENTION

Activity in this area may be monitored by video surveillance cameras.

The collection and viewing of personal information by these cameras is subject to the co-op's Video Surveillance Policy and applicable privacy legislation. This information is used for the sole purpose of promoting public safety, protecting co-op property and reducing criminal activity or trespassing at this site.

Any persons who tamper with or destroy video surveillance equipment will be subject to criminal proceedings.

Any questions about this matter can be directed in writing to the co-op office:

Bread and Roses Co-operative Homes (Kitchener) Inc.
307 Queen St. S, Kitchener, ON N2G 4V3
519-742-4886 info@breadandroses.coop

Appendix B: Security Incident Reporting Form *

This is a multiple-page form for indexing Security Incident reports, not limited to, but including, footage pull requests. This form is for use by co-op staff. If you are not co-op staff, you should probably be reporting your incident to co-op staff, and NOT using this form.

Free-form description of the incident will be collected at the *end* of the form.

Email address

Date and Time

On what date did the incident occur?

...at what time?

Is this time a best estimate?

- Yes
- No (I am confident that the incident occurred no more than +/- 30 minutes of the time listed above)

Police Involvement

Were the police involved?

- Yes
- No

If yes, please provide a police report number and the badge number of the responding officer.

Person Reporting Incident

Who reported the incident?

Unit number?

Phone number?

E-mail address?

Cameras

So, You Need Footage...

Please look at the images below and then select which cameras require review.

Heritage Building Cameras

New Building Cameras

Camera Fields of View

Which cameras require review?

On these cameras, what is the primary thing are we looking for?

- An incident of interest within the field of view, i.e. an altercation
- A person of interest, i.e. a specific individual, in or passing through the field of view
- An item that was stored/left in the field of view for a period of time and has moved/been damaged/been stolen
- An item that was NOT stored or left in the field of view but may have been carried past it
- Damage to property in the field of view

Policy Compliance

Does the reason for requesting the footage review comply with the co-op's Video Surveillance Policy?

- Yes
- No

Details

So, what happened?

* These forms and notices, in use as of March 2020, are examples that comply with the Video Surveillance Policy. They may be changed by the co-op's Privacy Officer as needed, provided any changes comply with the Policy.

APPENDIX C: RECORD KEEPING LOG: DESTRUCTION OF VIDEO SURVEILLANCE *

[The following form should be completed any time that staff verify the destruction of information gathered through video surveillance conducted by the co-op]

Date	Name of Staff Person	Tape or File Identification Number	Destruction Method

While on the co-op property visitors, guests, and service providers may be recorded by video surveillance equipment installed throughout the premise. The Personal Information recorded by such equipment is the property of the co-op and will be collected, stored, and destroyed in accordance with all appropriate provincial and federal laws and in accordance with the non-profit's *Video Surveillance Policy*.

APPENDIX D: RECORD KEEPING LOG: ACCESS OF VIDEO SURVEILLANCE *

[The following form *MUST* be completed any time that *TWO* individuals, as per the set list, access information gathered through video surveillance conducted by the co-op]

Date	Name of Individual	Tape or File Identification Number	Reason for Access (attach all relevant documents)	Signature

While on the co-op property visitors, guests, and service providers may be recorded by video surveillance equipment installed throughout the premise. The Personal Information recorded by such equipment is the property of the co-op and will be collected, stored, and destroyed in accordance with all appropriate provincial and federal laws and in accordance with the non-profit's *Video Surveillance Policy*.

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