

## Video Surveillance Policy

**Date Issued:** March 10 2010  
**Effective Date:** March 10 2010  
**Prepared By:** Manager, Security

### Background

In accordance with the privacy rights of individuals as per the Personal Information Protection and Electronic Documents Act, this policy outlines the purpose of using video surveillance at Calgary International Airport. It also outlines how any personal information collected through video surveillance will be used, disclosed, stored, and destroyed.

The Authority has installed hundreds of motion-activated PTZ, fixed and megapixel CCTV cameras throughout the air terminal, airside and groundside areas. All cameras digitally record video, 24/7/365 and video is recoverable.

All cameras are openly installed in ceiling, wall or pedestal mounts, in various locations that are defined as being restricted, sterile, protected, public and non-public areas of the facility where neither airport employees nor the public should have any reasonable expectation of privacy. All video recordings are deemed to be the property of The Calgary Airport Authority.

The purpose of video surveillance installations is to support airport operations including areas such as safety, security, operations, incident review, maintenance, ground transportation and vehicle parking services. Video footage will only be used for the purposes for which it was collected.

### Abbreviations

the Authority	The Calgary Airport Authority
PIPEDA	Personal Information Protection and Electronic Documents Act
PTZ	Pan Tilt Zoom
SOC	Security Operations Centre
ECC	Emergency Coordination Centre
CBP	U.S. Customs and Border Protection

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CBSA	Canadian Border Services Agency
CPS	Calgary Police Service
IP	Internet Protocols
NVR	Network Video Recorder
CAIRS	Calgary Airport Incident Recording System

## External Access to Images and Records Retention

All external requests for viewing and copying of historical video must be approved by the Manager, Security or the Senior Director, Safety, Security & Emergency Preparedness of The Calgary Airport Authority. Access to such video must go through the following process:

- Requests for video footage may be received by either the Airport Duty Managers or SOC. Such requests shall be forwarded to the Manager, Security or the Senior Director, Safety, Security & EP of the Calgary Airport Authority for approval.
- If the request appears to be reasonable, and there is no personal information on the video footage, the request will be approved.
- If the video content contains personal information :
  - Video containing personal information may be disclosed to enforcement, intelligence or inspection agencies without consent, in accordance with PIPEDA s.7(3) upon completion of a *“Request for Disclosure Form.”*
  - In all other cases, requests for video containing personal information require a completed *“Individual Release for Disclosure Form”* by all individuals shown in the video segment before the video will be released.
  - Additionally, the requesting agency must complete a *“Request for Disclosure Form.”* This form is used to justify the request and to track the whereabouts of copies, in the event of a subsequent unauthorized disclosure.
  - The completed form must be reviewed by the Manager, Security or the Sr. Director, Safety, Security & EP of the Calgary Airport Authority for final approval.
- If the request is approved to **copy** video, SOC will receive authorization to make a copy and release it to the requestor.
- If the request is approved to **view** video, video footage must be viewed in the presence of representative from the SOC.
- SOC will log all requests for viewing and copying of video footage.

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## Tenant Policy

**Individuals** who request access to video footage that contains their own images must follow the following process:

- A “*Personal Information Request Form*” must be fully completed and approved by the Manager, Security or the Sr. Director, Safety, Security & EP of The Calgary Airport Authority.
- The Manager, Security or the Sr. Director, Safety, Security & EP reserve the right not to release video in the following situations:
  - the information is protected by solicitor/client privilege
  - access to the video surveillance tape would reveal confidential commercial information
  - access would reasonably be expected to threaten the life or security of another individual
  - the information was collected explicitly for the purpose of the investigation of the breach of an agreement or the contravention of the laws of Canada
  - the information was generated in the course of a formal dispute resolution process
  - the information was created with the purpose of making a disclosure under the *Public Servants Disclosure Protection Act* or in the course of an investigation into a disclosure under that Act.
  - The video contains personal information of a third party who has not consented to disclosure of his/her personal information and/or the personal information is not severable.
- Approved requests to view video footage must be done in the presence of a representative from the SOC.
- SOC will log requests and releases of video copies upon receipt of a complete and approved “*Personal Information Request Form*.”

### Fees

The Calgary Airport Authority reserves the right to charge a reasonable fee when copies of video footage are requested.

### Records Retention

The Calgary Airport Authority will retain video recordings for approximately 30 days, at which time they are overwritten. When necessary to keep a copy of video for safety or security purposes, copies are stored for up to 2 years; however, in certain situations, copies may be kept indefinitely.

Video is electronically stored in the SOC, under restricted access and with password protections in place.

*Request for Disclosure* forms shall be retained by the Authority for a period of no more than two years.

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## Camera Installations by Tenants or Other Agencies

The Authority may permit its IT Network and Integrated Security System backbone to be used by airport tenants to install their own cameras. In such cases, the Authority will not view, record, or store the images collected by airport tenants. Furthermore, airport tenants will be expected to have their own policies in place regarding the collection, use, and disclosure of personal information collected through these cameras, in compliance with applicable privacy legislation. A signed *Memorandum of Understanding*, establishing an understanding of legal requirements, maintenance and support, life-cycle-management, and responsibility for information is required before any access of this nature will be considered or approved.

## Inquiries

Please contact the Authority's Security Department for further clarification of this policy at (403) 735-1200.

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