

CCTV FACT SHEET

How we collect and use CCTV recordings for our operations

At Trident Services Australia Pty Ltd ACN 617 268 327 and its subsidiaries (**Trident**) we understand it is important to manage and release audio visual material in accordance with privacy requirements and industry best practice. This fact sheet describes how we manage and facilitate access to Closed Circuit Television (**CCTV**), body worn camera, and other recordable device recordings (collectively referred to as CCTV recordings) at the sites in which we operate.

Why we collect and use CCTV

CCTV is primarily used to:

- Manage the safety and security of our offices and the sites in which we service (referred to as client sites)
- Respond to and investigate emergencies and incidents involving safety or security
- Help government and law enforcement agencies to detect and investigate unlawful or unsafe acts and identify offenders.

How we manage CCTV

CCTV is part of the broader security monitoring systems (which also includes access control systems, alarms, body worn cameras, and other recordable devices) used at the sites in which we operate.

CCTV is predominantly owned and managed by our clients at the sites in which we service, however we may also own and manage our own CCTV. If directed or authorised by our clients to review, save, and share their CCTV recordings, we will do so in accordance with their procedures.

We have procedures in place to prevent unauthorised persons being permitted access to site server rooms and/or being able to view CCTV recordings, and we have or use procedures for the storage and dissemination of CCTV recordings. Our workers are trained in these procedures by way of Trident and/or client-based standard operating procedures and toolbox talks (whichever is appropriate).



We require our workers to maintain checklists that record when CCTV files are reviewed, saved, or shared (for example, with law enforcement agencies). These checklists may be our own, or our clients. We also train our workers in the appropriate use and storage of such recordings.

When we will give access to CCTV

We only share our clients' CCTV recordings (if directed or authorised to do so by them) or our own CCTV recordings in limited circumstances, and where there are sound legal reasons to do so. For example:

- Providing CCTV recordings to police and other law enforcement bodies to assist law enforcement activities
- Providing CCTV recordings to WorkCover and/or insurance providers to assist with liability claims
- Providing CCTV footage in response to a subpoena.

Trident makes the decision about whether to allow access to its CCTV recordings at its sole discretion. Access to CCTV recordings from our systems is rarely given to members of the public. However, Trident will respond to a subpoena that has been issued by a court of law and will consider other legal process requests.

All requests for our client's CCTV recordings should be made directly to them. Any requests for our CCTV recordings should be made promptly after an incident has occurred so that CCTV recordings can be stored. We may charge a fee to cover our reasonable expenses in actioning a request and preparing recordings.