



Video Recording – Policies and Procedures

Final Approval Body: Executive Director, Housing & Ancillary Services

Senior Administrative Position with Responsibility for Policy: [Director, Facilities and Infrastructure, Housing & Ancillary Services](#)

Date Initially Approved: [9/3/24](#)

Date of Last Revision, if applicable: [First version](#)

DEFINITIONS

Video recording means the use of cameras for the purpose of recording any part of the residence buildings or grounds of Queen's University or off-campus sites operated by Housing and Ancillary Services. Cameras shall be deemed to include any device installed and maintained by H&A.

Housing and Ancillary Services – H&A

Residence Life and Services – RL&S

Campus Security and Emergency Services – CSES

Student Conduct Office - SCO

PURPOSE OF POLICY

The purpose of this Policy is to regulate the use of cameras for video recording at locations and/or properties operated by Queen's University Housing and Ancillary Services.

POLICY STATEMENT

This policy provides guidance with respect to installation and use of cameras, as well as access to and use of video recording footage, from areas under the control of H&A. Consultation with various campus stakeholders occurred to ensure a diverse perspective was taken into consideration.

SCOPE OF PROPOSED POLICY/PROCEDURE

PRINCIPLES

- 1) Video recording may be used for purposes relating to the safety of individuals and security of buildings and property. Video recording may be used to:

- a) monitor and record building perimeter, access to buildings and stairwells, lobbies and corridors, common areas of buildings, special storage areas, and other high risk activity areas;
- b) verify security alarms, intrusion alarms, exit door controls, hold-up alarms;
- c) to support and/or conduct investigations (Non-academic Misconduct, workplace, criminal etc);
- d) examples of workplace investigations could include property damage, harassment incidents, assaults, slips and falls
- e) Video recording under this Policy is conducted in accordance with the following principles:
- f) Video recording must be conducted in accordance with the laws of Ontario and Canada;
- g) Workplace investigations requiring the use of video recording should refer to the Queen's University Electronic Monitoring Transparency Policy
- h) Video recording and any use of live feed must be conducted in a professional, ethical and legal manner;
- i) No audio will be recorded;
- j) Staff who are given access to the camera recordings must be appropriately trained and supervised in the responsible use of the cameras and recording equipment;
- k) As part of the training, staff must be given a copy of this Policy and the procedures developed under this Policy;
- l) The recording medium must be handled in a manner that provides continuity and security of the recorded information;
- m) All recorded information shall be retained for a period set out in the procedure's approved by the Housing and Ancillary Services Security Committee;
- n) Cameras may be added at any time and will be subject to this Policy.
- o) Camera locations and operation shall be limited to visual access of areas where there is no reasonable expectation of privacy; for further clarity, video cameras shall not be directed through windows of a university residence bedroom
- p) Appropriate signs will be in place where video recording is in progress; notice of video recording is also provided within contracts for access and university collective agreements.

RESPONSIBILITIES

Housing and Ancillary Services (H&A) shall be responsible for the application and administration of this policy. Housing and Ancillary Services will identify which roles and the level of access granted to individuals. It will also prescribe the responsibilities of these individuals, which include: maintaining a list of camera locations, reviewing video images

either live or recorded, training personnel, ensuring proper supervision, maintaining confidentiality of recorded images, and ensuring the placement of proper signage. Reference the associated Procedure for additional details.

The [H&A Security Committee](#) shall develop procedures that will govern the approval, installation, operation and management of video recording equipment, and for the proper training of staff using such equipment.

The procedure shall be reviewed on an annual basis by the H&A Security Committee in order to accommodate developments in the interpretation of the provisions of data protection legislation, developments in technology involved in recording of images, developments in the use of such technologies, and to ensure that the procedure complies with all applicable laws and University policies, including laws and policies relating to privacy and access to information.

Inquiries with respect to Video Recording may be directed to the Director, Facilities & Infrastructure, Housing and Ancillary Services. The Director, Facilities & Infrastructure will be responsible for maintaining a list of all camera locations and the placement of proper signage.

The Manager, H&A IT will be responsible for maintaining user access through the creation and deletion of user accounts.

The Manager, Residence Conduct and Support maintains a record of all training provided under this policy including: who conducted the training, who received the training (name and role), and the date of the training. The record will be kept in the H&A Security Committee Microsoft Team.

Related Policies, Procedures, Guidelines:

CONFIDENTIALITY

- Video recordings are confidential and should not be viewed by persons unless authorized to do so.
 - Student employees may be shown images or short clips without context for identification purposes.
 - Students living in residence may be shown relevant clips of themselves during an investigation but will not have files sent to them.
 - Video clips may be attached to incident reports as part of an RL&S investigation and/or sent to SCO to assist with ongoing investigations.
- Video recordings should not be shared with external parties unless required to do

so and/or through any University-level information sharing agreements. The Executive Director, Housing and Ancillary and the Director, Residence Life and Services or their designates shall be informed of all sharing of recordings and images to external parties.

- In the event that an external party, who had authorized access to a residence building, requests access to video recordings the inquiry will be submitted to the Director, Campus Security and Emergency Services for assessment and action.
- Copies of recordings may be made for:
 - investigative and/or evidentiary purposes;
 - backup purposes, provided that the backup copies are capable of being destroyed in accordance with the approved retention requirements.

APPENDIX A – PROCEDURE

TRAINING

Training will be developed jointly between Residence Life and Services and CSES and will be provided at least annually and/or as needed.

The annual training will cover:

- a review of the policy,
- how to use the video recording software,
- storage, exporting and sharing footage, and
- the importance of confidentiality and a signed acknowledgement.

SECURITY

- Video recordings shall be stored in a secure manner.
- No attempt shall be made to alter any part of an original recording.
- Authority to use recordings to conduct investigations of possible misconduct activity is limited to Housing and Ancillary Services, Campus Security and Emergency Services, the Student Conduct Office or persons designated by Housing and Ancillary Services.

POLICY REVIEW:

	Date set	Date review undertaken	Significant changes made:
First term of policy implementation	End November 2024		
Full year implementation	May 2025		
Annual Review	May		

RETENTION OF RECORDINGS

Recordings will be retained for 30 days.

VIDEO RECORDING ACCESS

All persons who have authority to view live recordings shall be trained in proper use of video recording cameras in accordance with this Policy and Procedure.

Role	Recorded Playback	Export Recordings	Live Recording Access to be reviewed in October 2024	Maintenance Access
Housing & Ancillary Services				
Manager, H&A IT	X	X	X	X
Network Administrator	X	X	X	X
Power Access (External Contractor)				X
Assistant Director, Residence Life & Services	X	X		
Manager, Residence Conduct & Support	X	X		
Assistant Manager, Residence Life (2)	X	X		
Residence Conduct Coordinator	X	X	X	
Residence Support Coordinator	X	X		
Residence Life Coordinator (9)	X	X		
Front Desk Staff - *				
Student Conduct Office				
Senior Director, Student Conduct & CARE	X	X		
Case Manager, Student Conduct Office	X	X		
Campus Security & Emergency Services				
Director, Campus Security & Emergency Services	X	X		
Manager, Security Operations	X	X	X	
Manager, Security Risk and Training	X	X		
Emergency Response Centre operator (#)	X	X	X	
Campus Security Supervisor (#)	X	X		

*Front Desk staff may view a live camera in conjunction with the intercom at each front door. Staff are only able to view camera feed for the building in which they are working: Victoria Hall, Endayaan - Tkanonsote, or Jean Royce Hall.

Policies Superseded by this Policy: **None**

Responsible Officer (senior administrator ultimately responsible): **Contact:** **Executive Director, Housing and Ancillary Services**

Contact: Director, Facilities & Infrastructure, Housing & Ancillary Services
Date for Next Review (five years from initial approval): 9/3/25

Please submit your final package to the Secretariat at policies@queensu.ca.