



# TOWN POLICY

**POLICY NUMBER: 1215**

**RESOLUTION NO.:**

Resolution No. 156.05.26

**ADOPTED BY:**

Council

**PREPARED BY:** Strategic, Administrative & Financial Services

**DATE:** May 20, 2026

**TITLE: Town of Strathmore’s Video Surveillance Policy**

## Policy Statement

The Town of Strathmore recognizes the need to balance an individual's right to privacy and the need to ensure the safety and security of municipal employees, clients, visitors, and property. As an institution governed by the *Access to Information Act*, R.S.A. 2024, c. A-1.4 and the *Protection of Privacy Act*, R.S.A. 2024, c. P-28.5 the Town has obligations with respect to notice, access, use, disclosure, retention, and disposal of records. While video surveillance cameras are installed for security and law enforcement purposes, the Town’s video surveillance systems must also be designed to minimize privacy intrusion. Proper video surveillance, where deemed necessary, is one of the most effective means of helping to keep Town facilities and properties operating in a way that protects security and privacy. Personal information collected by video surveillance includes video images and audio and must be protected from the risk of unauthorized access, collection, use, and disclosure.

This policy establishes procedures to achieve a balance between the purposes of and need for video surveillance and an individual’s right to privacy, specifically:

- The operation of video surveillance at Town facilities;
- The use of information obtained through video surveillance at Town facilities; and
- Custody, control, access to, and retention of information created through video surveillance at Town facilities.

### 1.0 TITLE

1.1 This policy shall be cited as the “Town of Strathmore’s Video Surveillance Policy”.

## 2.0 DEFINITIONS

- 2.1 **Access to Information Act** or **ATIA** means the *Access to Information Act*, R.S.A. 2024, c. A-1.4, and any amendments thereto.
- 2.2 **Authorized Personnel** means the CAO, ATI Head, ATI Coordinator, POPA Head, the POPA Officer, or an approved and appointed Information Technology Technician for the Town of Strathmore.
- 2.3 **Chief Administrative Officer or CAO** means the principal staff person responsible for organizational performance who is appointed to the position of Chief Administrative Officer in accordance with the *Municipal Government Act* for the Town of Strathmore.
- 2.4 **Department Heads** means the CAO/Directors and any Managers who may be appointed to the Senior Leadership Team by the CAO from time to time.
- 2.5 **Director** means the individual in the Director role for the Town of Strathmore that oversees a specific department.
- 2.6 **Disclosure** refers to the release of relevant information. Disclosure includes viewing a recording as well as making a copy of a recording.
- 2.7 **Employees** means staff members of the Town of Strathmore whether permanent, full-time, part-time, or casual.
- 2.8 **Information Technologist (IT) Technician** means an IT Technician employed by the Town of Strathmore and is the individual responsible for downloading or redacting images requested by an Authorized Personnel.
- 2.9 **Law Enforcement** has the same meaning as defined in the *Access to Information Act* and the *Protection of Privacy Act*.
- 2.10 **Protection of Privacy Act** or **POPA** means the *Protection of Privacy Act*, R.S.A. 2024, c. P-28.5, and any amendments thereto.
- 2.11 **Storage Device** refers to a hard drive, computer disk or drive, CD ROM or computer chip used to store the recorded visual images captured by a surveillance system.
- 2.12 **Security Purposes** means an action or program that relates to public safety, the protection of the public or the deterrence or detection of criminal activity, including theft, vandalism, fire, or other property damage. This further includes the investigation of security incidents and environmental hazards, which or are suspected to have occurred.

2.13 **Video Surveillance System** refers to a mechanical or electronic system or device that enables continuous video recording, observing, or monitoring of space. This includes live video monitoring.

### 3.0 PURPOSE

3.1 The purpose of this policy is to regulate the use of video surveillance and recording on Town owned property and ensure that the collection, use, and disclosure of information complies with the *Access to Information Act* and the *Protection of Privacy Act*. This policy will ensure the consistency of Town of Strathmore surveillance measures and that information obtained through video surveillance will be used for Security and Law Enforcement purposes, pursuant to information sharing agreements.

### 4.0 APPLICATION

#### 4.1 Access to Records

Access to the video surveillance records, e.g., remote access using the internet, CD, hard drives, etc., shall be restricted to Authorized Personnel. Two Authorized Personnel shall be present when surveillance records are accessed.

Information Technology staff will access the equipment only for the purpose of maintaining, backing up the software, and assisting with the extraction of the portions of the data. Cellphones will not be used to record the video surveillance footage. Surveillance records will be accessed and/or viewed only for a Law Enforcement purpose or Security Purpose, including in the following circumstances:

- a. At the request of Law Enforcement or for a fire investigation;
- b. An incident has been reported or is suspected to have occurred or an investigation is warranted in relation to law enforcement or security purposes;
- c. An environmental hazard has been reported or is suspected to have occurred; or
- d. Pursuant to an Access to Information Request or disclosure request as contemplated by this Policy.

#### 4.2 Storage and Logbook

All storage devices that are not in use must be stored securely in a locked receptacle located in an access-controlled area. An electronic log will be kept with regards to the access and use of all video surveillance footage and each recording device for stored surveillance. Storage Devices or video will only be removed for the purposes for use and disclosure as set out in this policy. The log will include the name of the Authorized Personnel who accessed the footage, the date of the footage, and the date of access. The Authorized Personnel responsible for this task

will take control of the storage device/video in question and secure it in a sealed envelope with the time and date of the seizure and initials of the individual on the seal of the envelope.

#### 4.3 **Add, Change and Removal of Equipment**

All electronic video surveillance equipment requiring an add, change or removal request must be submitted to the Town of Strathmore's Information Technology (IT) Department. Any changes that occur without prior approval may result in disciplinary actions up to and including termination of employment.

#### 4.4 **Disclosure: ATIA and POPA**

An individual who is the subject of the information has a right of access to his or her recorded information under the *Access to Information Act* and the *Protection of Personal Privacy Act*. Access may be granted in full or part depending upon whether any of the exceptions in the Acts apply and whether the excepted information can reasonably be severed from the record. All Access to Information requests for video records should be directed to the Legislative Service Department at the Municipal Office - 1 Parklane Drive, Strathmore, AB T1P 1K2 for processing. Access to Information Request forms are available at Town offices and on the Town's website. When a surveillance record is viewed by an individual who has requested access to his or her own information, the identity of any other person shown in the record will be obscured. The IT department will give access to Legislative Services for the requested video within 3 business days to review.

#### 4.5 **Disclosure: Law Enforcement**

If access to a video surveillance record is required for the purpose of a Law Enforcement investigation, the requesting Officer must complete the Access to Information Request form and forward this form to the Legislative Services Department.

#### 4.6 **Information Sharing Agreements**

The Town may enter an information sharing agreement with other public bodies where there is video surveillance of joint-use facilities. The terms of any information sharing agreement must be consistent with the purpose of this Policy and the provisions of the Acts. The Town may disclose video surveillance records in accordance with an Information Sharing Agreement, as provided for in the Acts.

#### 4.7 **Custody, Control, Retention, Disposal of Video Records/Recordings**

The Town retains custody and control of all original video records not provided to Law Enforcement. Video records are subject to the collection, use, and disclosure requirements of the Acts, which includes, but is not limited to, the prohibition of all Staff from access or use of information from the video surveillance system, its components, files, or database for personal reasons. Except for records retained for criminal, safety, or security investigations or evidentiary purposes, or as

otherwise required by law, the Town must not maintain a copy of recordings for longer than 30 days unless otherwise specified in another contract or agreement. Any records that are accessed or disclosed in accordance with this Policy will be retained for one year.

#### 4.8 **Unauthorized Access and/or Disclosure (Privacy Breach)**

Staff who become aware of any unauthorized disclosure of a video record in contravention of this Policy and/or a potential privacy breach are to immediately notify the ATI Head and POPA Head.

#### 4.9 **Signage**

It is a requirement of the *Access to Information Act* and the *Protection of Privacy Act* that individuals be notified when the Town collects their personal information. Accordingly, at each facility where video surveillance takes place, signs must be prominently displayed at entrances to and egresses from the facilities. Any sign displayed must be easily observable to anyone who may be captured by the surveillance system, provide notice that the facility is under video surveillance, and identify the party who can answer questions about the surveillance system, including a contact number.

4.10 To respect the privacy of others, individuals will be notified with appropriate signage prior to entering any Town facility locker room, change room or washroom that no videotaping or photography will be tolerated as per this policy.

### 5.0 **RESPONSIBILITY**

5.1 The Chief Administrative Officer is responsible for the overall video surveillance policy. This responsibility may be designated to the ATIA and POPA Head.

5.2 The Department Heads are to ensure the requirements of this Policy are adhered to and must provide to the CAO or their designate a list of all facilities where video surveillance is in operation and where Storage Devices are kept. They will also ensure only Authorized Personnel are to access Storage Devices for a particular area.

5.3 Only Authorized Personnel are to access storage devices for a particular area.

5.4 Employees will review and comply with this Policy in performing their duties and functions related to the operation of a surveillance system. Failure to adhere to this policy, including the unauthorized access of video surveillance and Storage Devices, may result in disciplinary actions up to and including termination of employment.

5.5 Service providers will be accompanied by an IT Technician when required for any service requests, changes, additions, or deletions to the video surveillance.


5.6 Service providers having access to video surveillance information must sign a confidentiality agreement limiting access to, copying and disclosure of personal information and requiring compliance with this Policy. Breach of the confidentiality agreement may lead to penalties up to and including contract termination.

**6.0 RELATED DOCUMENTS**

- 6.1 *Access to Information Act*
- 6.2 *Protection of Privacy Act*
- 6.3 Service Alberta "Guide to Using Surveillance Cameras in Public Areas"
- 6.4 Video Surveillance Camera Locations
- 6.5 TOS Retention Schedule
- 6.6 Office of the Privacy Commissioner of Canada "Protecting and Promoting Privacy Rights"

**END OF POLICY**

APPROVAL

  
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Mayor

  
Director of Strategic, Administrative  
and Financial Services