



Pelican Landing Community Association Policies & Procedures

Title: MONITORING OF SURVEILLANCE CAMERAS		Page #: 1 Of: 2
Section: Privacy		
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Approval

PLCA Board	Date

Policy: Monitoring of Surveillance cameras at PLCA Amenities, Gatehouses and Patrol.

Purpose: To control and document access to “real time” video & audio recordings by PLCA staff.

Procedures: The PLCA Board has previously installed surveillance cameras to maintain the health, safety and welfare of the property and all persons using the property, including all common areas, as well as the gated entrances into Pelican Landing. It is the objective of the PLCA Board to prevent all unwarranted video intrusion of Owners and guests thereby eliminating any claims of “invasion of privacy”.

The Board will only permit the General Manager and Privacy Manager access to review surveillance cameras under the following conditions:

- A.) No live audio monitoring of any surveillance cameras installed at the Community Building, Canoe/Kayak Park, Tennis Facility, Marina and Big Hickory Island.
- B.) Examination of audio/video recordings at the above locations will only be permitted to review an “incident” after it has been reported.
- C.) Audio/video recording shall only be kept for a maximum of eight (8) months at the entrance gates and 30 days at all other locations.
- D.) All surveillance cameras at the gatehouses will be permitted to function without restrictions.
- E.) This section should not be construed to restrict assistance to, or limit discussion with law enforcement authorities. Any audio/video recordings may only be released to law enforcement to be used in Court, in compliance with a subpoena or court order.
- F.) Whenever there is a change in the General Manager or Privacy Manager position, all usernames and passwords will be immediately deleted and new ones assigned.
- G.) An activity log will be kept of all audio/video incident reviews.
- H.) A report on any incident review at the location of the amenity will be given to the Board.

Patrol Body Recorders Purpose: To provide guidelines for Privacy Patrols use and document of an incident.

- Procedure:**
- A.)** At the start of the shift, each patrol officer will be assigned a smart phone with TrackTic installed.
 - B.)** The recorder within the TrackTic application will only be activated when there is an interaction with a resident, guest, vendor or employee; or while responding to a call for service.
 - C.)** When patrol arrives at a scene or interacts with a resident, guest or vendor, patrol is to activate the recorder and state their name, date, time and location before the interaction and leaving the patrol car.
 - D.)** Once contact is made with the individual, the patrol officer at his discretion is to clearly state “This conversation is being recorded for the protection of all parties. Please tell me immediately if you object to the audio recording.”
 - E.)** This section should not be construed to restrict assistance to, or limit discussion with, law enforcement authorities. Any audio/video recordings may only be released to law enforcement for use in court, in compliance with a subpoena or court order.
 - F.)** If the individual requests not to be recorded, the patrol officer is to immediately stop the recording. The individual should then be directed to the association office for further assistance. Patrol will then document the incident and return to normal duties.

An “incident” is defined as any dispute, altercation, accident or other occurrence which involves or results in the participation by PLCA or Privacy Personnel