



Security Camera Policy

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1. **Purpose**

Buncombe County is committed to preventing workplace violence and to fostering a safe work environment free of intimidation, harassment, and threats of or actual violence that may occur on-site or off-site during work related activities.

This Security Camera Policy outlines appropriate placement, maintenance, and support guidelines for cameras, and the responsible and ethical use of those cameras and recordings. Buncombe County will use security cameras alongside other tools to ensure the safety and security of the public, our employees, and County resources while respecting privacy interests.

2. **Applicability**

This policy applies to all Buncombe County departments and employees. Where there is conflict with any department-specific policy, this document will supersede.

3. **Policy**

3.1. **Placement of Security Cameras**

3.1.1. General Placement

When deployed, security cameras can be installed in high traffic common areas and hallways, areas open to the public, areas where cash is handled, areas where County resources are stored, points of ingress and egress, and areas dedicated to County operations.

Personal devices and personal cameras are not considered security cameras and cannot be used as such in County operated buildings.

This policy applies to those cameras that comprise the security monitoring system for Buncombe County, and not those cameras used for other business purposes, such as but not limited to broadcasting, media development, traffic studies, etc...

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3.1.2. Areas Off Limits to Security Cameras

Security cameras will not be deployed to areas where there is an inherent expectation of privacy, such as (but not limited to) restrooms, locker rooms, private offices, areas dedicated to health services or counseling services, voting enclosures, areas dedicated to county investigations, and some areas related to Human Resources.

A sign that clearly states that a space is under surveillance will be sufficient to remove any expectation of privacy in that space, and is therefore subject to security camera monitoring.

3.1.3. Special Circumstances

In response to specific concerns to safety or security related to criminal behavior or other credible threats known to law enforcement and/or County Security, the County may install cameras on a temporary basis. The installation should be after consultation with the County Security Officer and/or the County Manager. Cameras installed under such circumstances must still adhere to this policy's limits on camera placement, as defined in 3.1.2.

3.1.4. Coverage Limits

This policy does not constitute a guarantee that all public or highly trafficked areas will be covered by security cameras. The County will designate those areas that will most benefit from coverage of cameras and plan installations accordingly, in consultation with the County Manager, County Security Officer, or outside experts.

3.2. **Storage and Sharing of Recorded Material**

3.2.1. Retention

Footage from all security cameras will be maintained in accordance with the North Carolina Records Retention and Disposition Schedule. Any incidents that occur within the view of a camera should be saved and exported in a timely manner by those authorized to access the specific system involved. Thereafter, all footage will eventually be erased or "overwritten," unless retained as part of a law enforcement or administrative investigation, a valid court order, a litigation hold, or as needed for legitimate business or training purposes.

3.2.2. Saving Footage

Footage may not be shared, exported, or copied (including using a camera or cell phone to record a video monitor) without the consent of Buncombe County Legal and Risk.

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3.2.3. Video Footage Requests

All requests for footage, from both internal partners and external parties (except those outlined in section 3.2.4), must go through the Buncombe County Public Records Request Center, and adhere to associated request policies and procedures.

If anyone requests footage directly, direct them to the Buncombe County Public Records Request Center. It is appropriate at such time to save the requested footage to ensure it is not overwritten, but do not share the footage until the appropriate internal process has been carried out.

3.2.4. Video Footage Requests for Internal Investigations

To minimize knowledge of internal investigations, video requests related to the investigation authorized by Human Resources, Internal Audit, or the County Manager's office may be carried out without going through the Buncombe County Public Records Request Center.

Requests should be made to Information Technology, to the system administrator responsible for managing security camera software and storage applications. When possible, the IT director should be informed that an IT employee will be assisting with sensitive work, although details may be omitted at the discretion of the requesting party.

3.3. Access and Use of Cameras

Department Directors and/or their designees that will operate or monitor security cameras, or the accompanying recording software, must read through this policy and its accompanying procedures before they receive access. User access to security cameras and/or their accompanying software will be granted and controlled by the Information Technology Department.

3.4. Live Monitoring

Live monitoring of security cameras is permitted. The presence of security cameras in any space and the existence of this policy do not constitute a guarantee that security cameras will be actively monitored by personnel at any given time.

3.5. Adjustments and Maintenance

Any adjustments to the physical security camera hardware, including repositioning cameras, moving or relocating cameras, or removing cameras, and any maintenance to camera hardware will be carried out under the direction of the Department of General Services. Any adjustments, upgrades, or maintenance to the software system supporting

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security cameras will be carried out under the direction of the Information Technology Department.

4. Policy Non-Compliance

Employees willfully violating the terms and conditions of this policy may be subject to appropriate disciplinary action, up to and including dismissal.

5. Audit

All policies for Buncombe County may be subject to audit or review as outlined in the [Internal Auditor's Statement](#).

6. Definitions

6.1. Live Monitoring – Occurs when the video feed(s) are being actively viewed in real-time by personnel.

7. Approval and Revision History

Policy Origination Date:	March 1, 2023
Requires Board Approval:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Board Approval Date:	Click or tap to enter a date.
Revision History:	Enter Dates and changes

8. Background

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