

# SILVERWOODS

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## CCTV Retrieval policy

If an owner would like to retrieve footage from the Silverwoods CCTV system a written request should be made to the Owners Corporation Manager.

The request should include the following information:

- Date of the incident
- Exact time or a narrow time window
- Nature of the event. e.g. car accident
- Any other known details such as what a person was wearing or vehicle make, colour, registration, etc.
- Whether the Police have been informed and require the footage for their investigation

The information will then be provided to the CCTV contractor to remotely access the system and view footage to see if the incident can be located. The charge for this search is \$99 per hour inc GST. (Correct as of January 2021)

If the footage can be located and the owner or police require a digital copy on a USB stick this can be done but requires a site visit to download from the hard drive. The cost for this is \$159.50 inc GST. (Correct as of January 2021)