



Surveillance Technology Policy

Security Cameras

Appendix A: Department Specific Responses

1. A description of the product, including vendor and general location of technology.

The Fire Department has installed security cameras at its current Station 49 Ambulance facility. Cameras are mounted on fences and walls for security purposes. In addition, security cameras are part of the plans of two current facilities under construction for the Department.

2. The specific categories and titles of individuals who are authorized by the Department to access or use the collected information

Access to the cameras are limited to a select few members in the Department's Administrative Division. Video is only accessed after a security incident has been identified and is not actively monitored.

3. What procedures will be put in place by which members of the public can register complaints or concerns, or submit questions about the deployment or use of a specific Surveillance Technology, and how the Department will ensure each question and complaint is responded to in a timely manner.

Members of the public can register complaints / concerns or submit questions through the Fire Department website and complaint process, or through the Chief's Office. (<https://sf-fire.org/how-file-complaint>). Constituent calls and complaints to the Fire Department are routed to the appropriate division The appropriate division designee will discuss concerns or complaints with constituent and record details regarding nature of conversation. If additional action is required or requested by caller, the Fire Department commits to a follow-up (by email or telephone) in a timely manner.

4. Specific details on where data will be stored (local, DT, SaaS, Cloud Storage) including name of vendor and retention period.

Data is stored on a secured cloud storage solution for a period of six months. The Department is working with COIT and the City Attorney on any data retention requirement changes.

5. Questions & Concerns