



# SurveillanceWatch

A counter-surveillance  
civil liberties app

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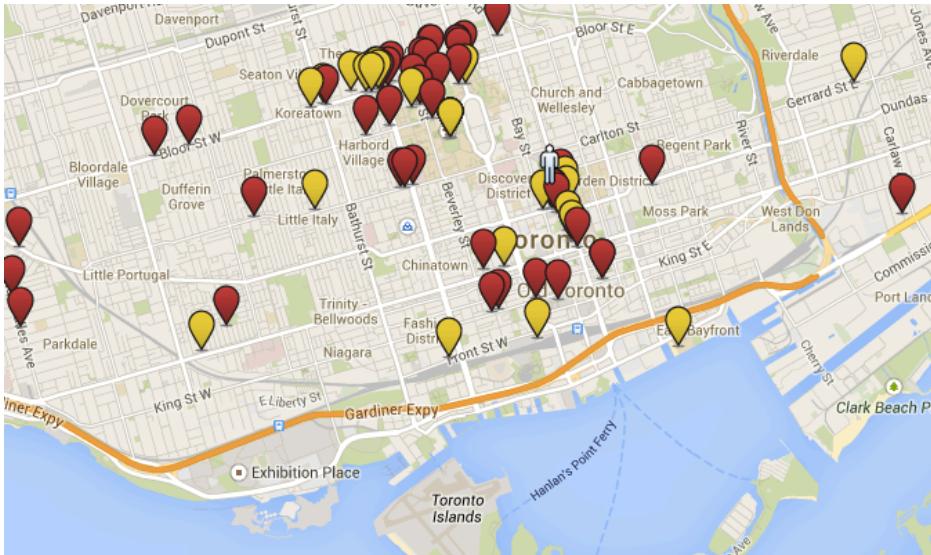
# SurveillanceWatch



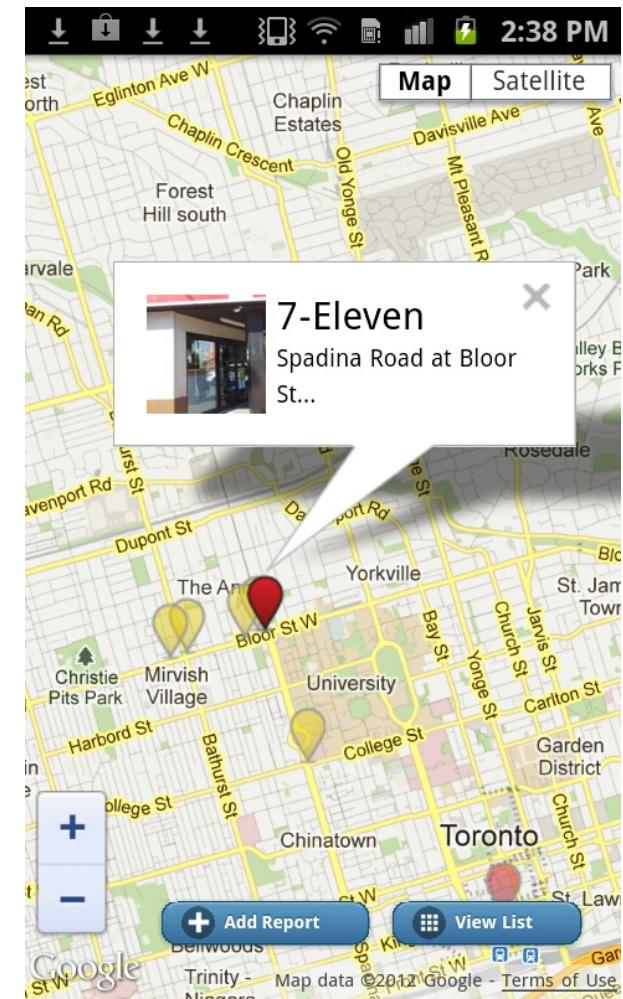
- Android app



- Web application



<http://SurveillanceRights.ca>



# Background



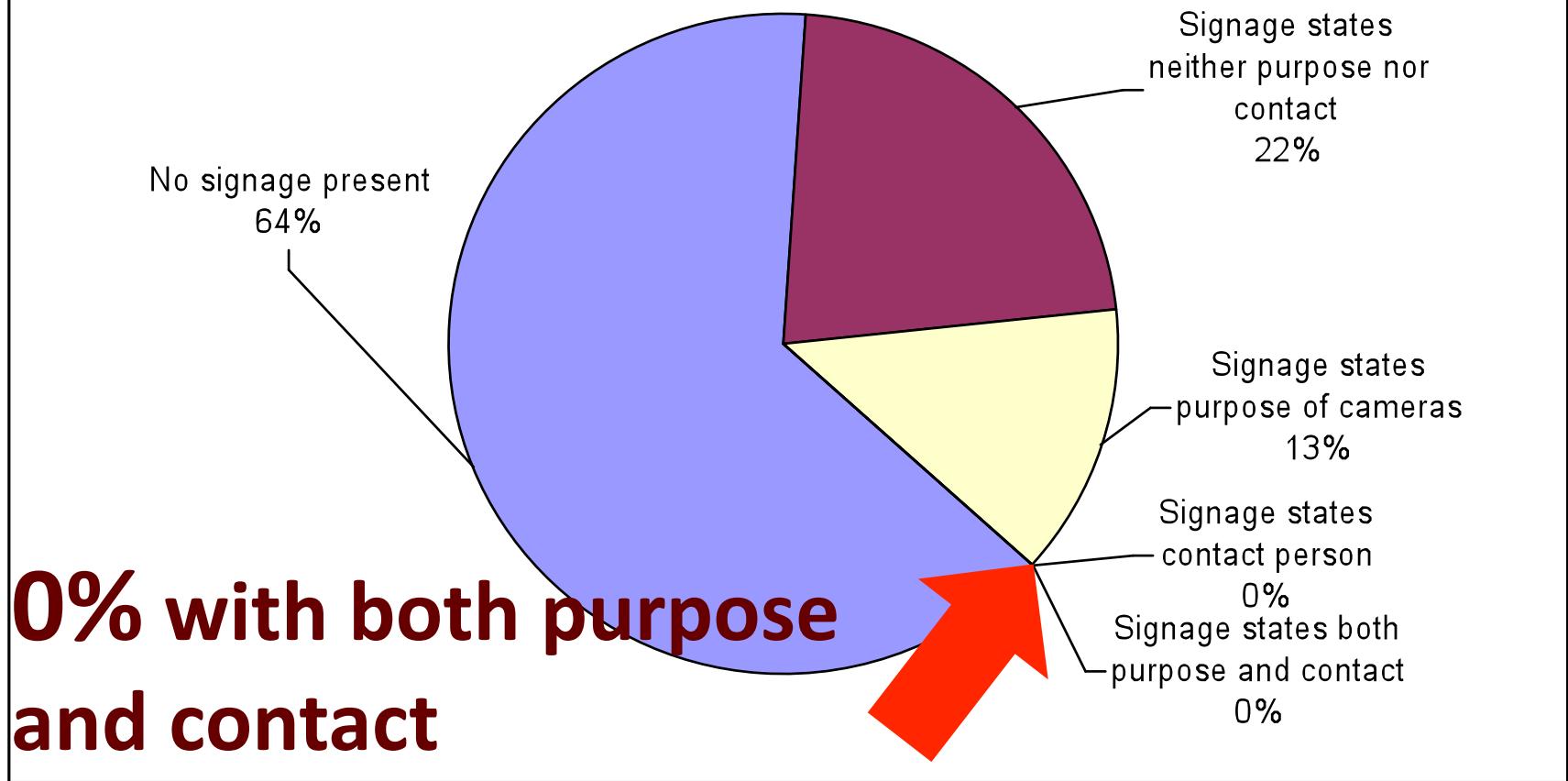
SurveillanceWatch was developed as part of a long research engagement with video surveillance issues:

- 'Smart' Private Eyes in Public Places? Video Surveillance Analytics, New Private Threats and Protective Alternatives (2011)
- Private Sector Video Surveillance in Toronto: Not Privacy Compliant! (2012)
- Video Surveillance & Privacy: Who is Watching You? (and do you know why?) (2013)

# Signage - Private sector



Fig. 4 Signage Properties, Phase I



# Response to Access Requests



Requests to organizations with cameras (45)





# Findings

- **Lack of understanding** of privacy regulations or **willingness to comply** on the part of corporate management
- **Security** preempts privacy considerations
- Private sector video surveillance operations are **not compliant with PIPEDA**, in their signage and other areas.

# Camera Watchers Guides



## COUNTING CAMERAS

— AT THE TORONTO EATON CENTRE —

Name of Company	NUMBER OF Cameras	Sign?
Abercrombie	6	–
Abercrombie & Fitch	17	–
Apple	4	–
Ardene	2	–
Armani Xchange	14	–
Baby Gap	2	–
Banana Republic	10	✓
Bath & Body Works	11	–
Batteries and Gadgets	2	–
Bebe	5	–
Bell World	6	–
Bench	4	–
Birks	7	✓
Black's	2	–
Cadillac Fairview	30	✓
Canadian Tire	52	✓
Claire's	?	–
Disney	?	–
Danier	5	–
EB Games	3	–
Esprit	3	–
Fido	3	–
Footlocker	7	–
Gap	4	✓
GNC	4	✓

55  
STORES

The chart on the left shows the number of cameras we counted in each store at TEC, as well as if any signs concerning these surveillance cameras were present.

399  
CAMERAS

Sears has the most

## PRIVATE EYES

RESEARCH REPORT

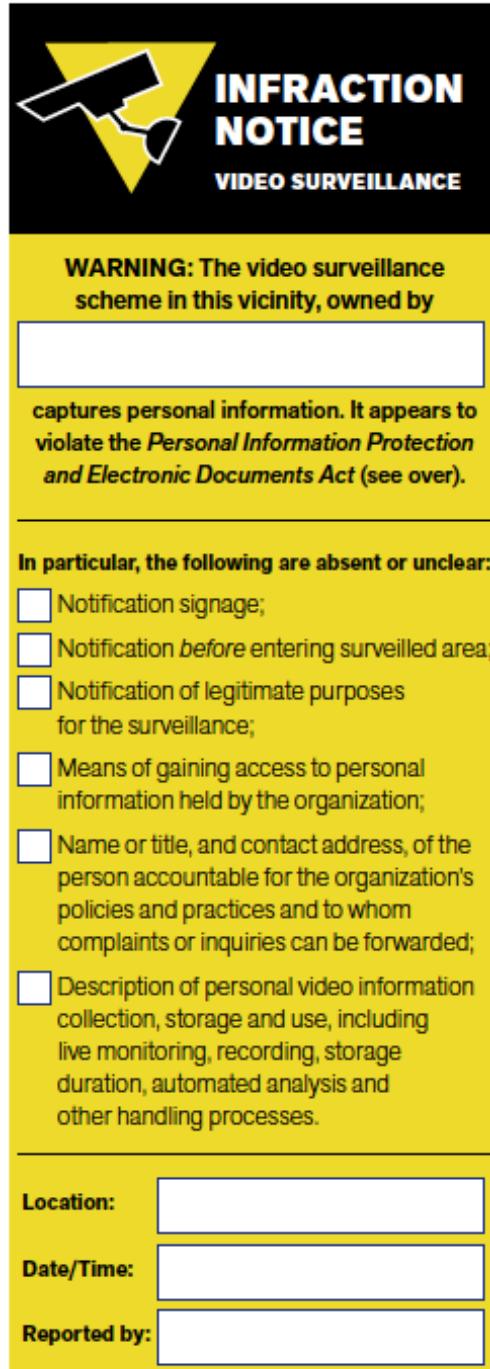
*The Camera Watcher's Guide to*  
CORPORATE  
CAMERA  
SURVEILLANCE



# (Video) Eyes on the Street – *A Jane's Walk (2011)*



# Citizen Infraction Notice



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PERSONAL INFORMATION PROTECTION  
AND ELECTRONIC DOCUMENTS ACT (PIPEDA)

## OPENNESS PRINCIPLE

covering private sector video surveillance

"An organization shall make readily available to individuals specific information about its ... management of personal information.... Individuals shall be able to acquire information about an organization's policies and its practices without unreasonable effort. This information shall be made available in a form that is generally understandable."

<http://laws.justice.gc.ca/eng/P-8.6/page-4.html#anchorsc:f>

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CANADIAN PRIVACY COMMISSIONER'S  
GUIDELINES FOR OVERT VIDEO  
SURVEILLANCE IN THE PRIVATE SECTOR

## GUIDELINE #5:

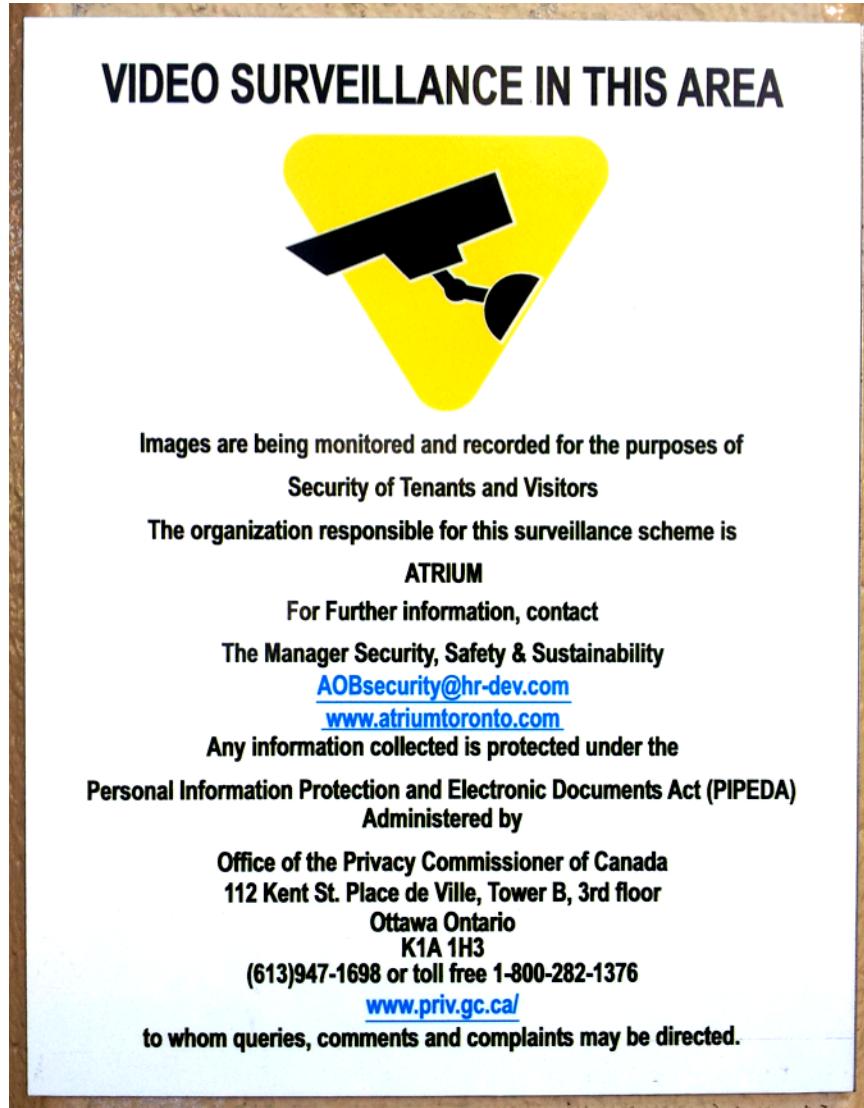
Inform the public that video surveillance is taking place

**Q.** Should we post signs that there are cameras in operation?

**A.** Yes. Most privacy laws require the organization conducting video surveillance to post a clear and understandable notice about the use of cameras on its premises to individuals whose images might be captured by them, before these individuals enter the premises. This gives people the option of not entering the premises if they object to the surveillance. Signs should include a contact in case individuals have questions or if they want access to images related to them.

[http://www.priv.gc.ca/information/guide/2008/g1\\_vs\\_080306\\_e.cfm](http://www.priv.gc.ca/information/guide/2008/g1_vs_080306_e.cfm)

# Atrium Security gets it!



# Still No Compliance!



We have yet to find a single commercial video surveillance installation that is compliant with the minimum requirements of PIPEDA and associated video surveillance Guidelines.



**\$100 reward**

for spotting the first private sector video surveillance operator compliant with PIPEDA's Openness Principle (since 2011)

# What did people say?



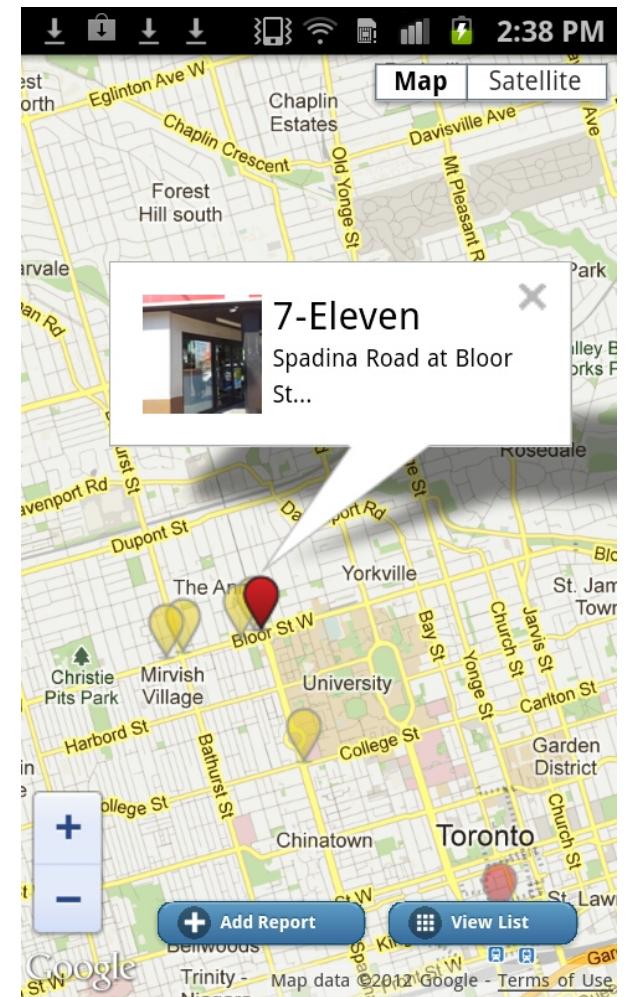
- “I think the public has the right to know why there is a huge camera staring at me and for what purpose.”

(Dundas Square, Aug. 2012)

# SurveillanceWatch



- Crowdsource information about surveillance camera installations:
  - Location
  - Compliance with PIPEDA (e.g. whether a sign is present / content)
  - Ownership / responsibility
  - Pointed at public or private space



# SurveillanceWatch



- Objectives:
  - Transparency and accountability
  - Highlighting compliance and non-compliance with PIPEDA



# The app



Surveillance Watch  
INFORMATION POLICY RESEARCH PR

OPEN  
UNINSTALL

### Reviews

Average	5 stars	4 stars	3 stars	2 stars	1 star
<b>4.2</b> ★★★★★ 4	2	1	1	0	0

**Great Concept**  
★★★★★ Marc Nashaat 14-05-2013  
Will try to become as active as time permits me to in adding new reports to this app.  
Where/when will this research be published?

**Shocking...**  
★★★★★ Sam Liu 29-12-2012  
Samsung Galaxy S3  
Why aren't these businesses charged?

More by Information Policy Resear... **MORE**

# Look up a report



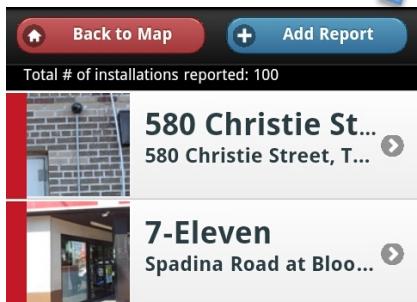
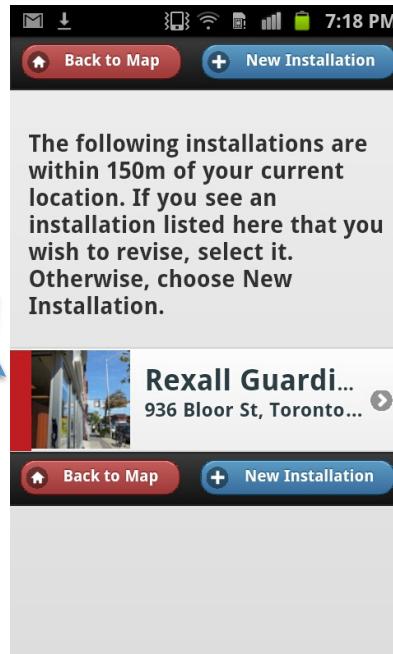
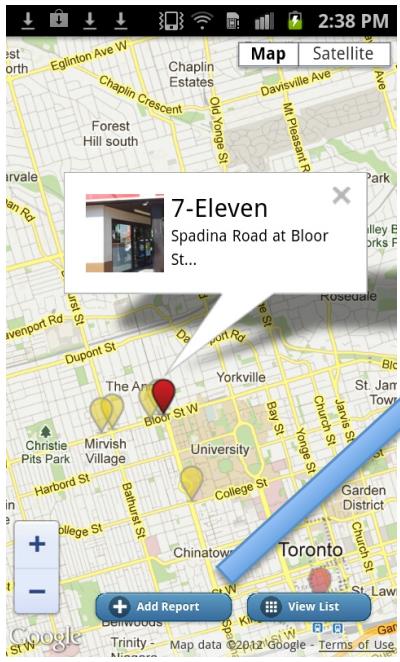
A screenshot of a mobile application interface. At the top, there's a header bar with icons for signal strength, battery, and time (2:38 PM). Below it is a map of Toronto, specifically the Yorkville area, showing streets like Bloor St W, College St, and Spadina Rd. A red marker indicates the location of a 7-Eleven store. A callout box shows a photo of the store front with the text "7-Eleven Spadina Road at Bloor St...". At the bottom of the screen are buttons for "Add Report" and "View List".

A detailed view of a report for a 7-Eleven store. The title is "Not compliant: no sign". The report is for a "Retail / Shop" located at "7-Eleven" on "Spadina Road at Bloor Street West, Toronto, ON M5S, Canada". The last update was "17:20:57, 2013-01-11". It includes a "Location" map showing the store's position on Bloor St W, a "Photos - 1" section with a thumbnail of the store, and a "Cameras - 1" section listing one camera pointing to the exterior. There are also sections for "Signs - not observed" and "Notes". A blue arrow points from the first screenshot to this one.

A screenshot of a "Privacy Compliance" page for the same report. It reiterates the "Not compliant: no sign" status. The store details are identical. The main text states: "A notification sign has not been reported for this installation. In Canada, video surveillance operated by public bodies or for commercial purposes must be accompanied by clearly visible signs that provide passersby with basic information about their operation." It also includes a contact email: "SurveillanceRights@gmail.com". A blue arrow points from the second screenshot to this one.

A list of reported installations. The total count is 100. Two specific entries are shown: one for "580 Christie St..." at "580 Christie Street, T..." and another for "7-Eleven" at "Spadina Road at Bloo...". Each entry includes a small thumbnail image of the building and a "Back to Map" button. A blue arrow points from the third screenshot to this one.

# Add a report



**File a New Report**

**Owner name:** who does this surveillance appear to belong to?

Owner name if identifiable...  
 Cannot identify owner

**Owner type:**

Owner type

**Sign:** Do you see a sign that notifies you about the use of surveillance?

Yes    No

**Security operator:**

Camera operator name if identifiable...

Edit the location

Click the map to refine location or type a more accurate address or place name below

407 Yonge Street, Toronto, ON M5G :



Add a photo  
 Add camera details  
 Add sign details  
 Add a note

Cancel    Submit

# In short...



- People are aware that they are under surveillance in public spaces, but unaware of the policies or regulations that govern that surveillance
- They want to know what's happening to their data
- SurveillanceWatch allows people to document features of the surveillance installations they come across in their daily lives

# Working with CCLA!



- We share a commitment to helping people understand their rights, and helping them to exercise those rights in meaningful ways.
- Through outreach and education on video surveillance, together we can help members to:
  - work together to document privacy rights infringements
  - demonstrate and raise awareness of the remarkable extent of private-sector non-compliance
  - advocate for themselves and ask organisations to respect their privacy rights and comply with regulation
- We share a desire to explore the potential of technologies to empower citizens and advance their rights

# Contributors & Links



## Who's Watching You

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## SurveillanceWatch

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## For more information:

[bmcphail@ccla.org](mailto:bmcphail@ccla.org)

[SurveillanceRights.ca](http://SurveillanceRights.ca)

[SurveillanceWatch: Mobile.watch.surveillancerights.ca](http://Mobile.watch.surveillancerights.ca)

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