

Santa Clara County Office of the Sheriff
Callyo Mobile Bug
Annual Surveillance Report: July 1, 2022 – June 30, 2023

1. Description of How the Technology was Used

There are several primary functions of the Callyo Mobile Service Application, which assists deputies when in an undercover capacity and when utilizing confidential informants. Some of the primary uses included creating an undercover phone number to protect the undercover detectives and confidential sources from discovery by the persons under criminal investigation, recording both verbal and text conversations between victims, witnesses, and/or persons under criminal investigation constituting evidence, and providing security for undercover deputies and confidential sources by providing location data of the undercover phone.

The Office of the Sheriff did not utilize the Callyo Mobile Service Application during this reporting period due to diminished staffing in the units that primarily utilize this equipment and the fact that this equipment was not needed for the types of investigations that were conducted by that unit.

2. Data Sharing with Outside Entities

No data was obtained by the use of the Callyo Mobile Service Application and therefore, no data was shared with outside entities during this reporting period.

3. Community Complaints or Concerns

Any community complaints regarding the use of the Callyo Mobile Service Application are routed to the Internal Affairs Lieutenant for tracking and response. No community complaints or concerns regarding the use of the Callyo Mobile Service Application were expressed to the Office of the Sheriff during this reporting period.

4. Non-Privileged Internal Audits / Policy Violations

All Office of the Sheriff staff are provided all Surveillance Use Policies via an internal web-based portal requiring annual review and attestation of acknowledgement completion. Supervisors are required to monitor and periodically audit Callyo Mobile Service Application to ensure its operation and data retention was in compliance with the Surveillance Use Policy and other department policies. No audits were conducted during this reporting period because the application was not used.

It should be noted that some data outside the retention periods outlined in the Surveillance Use Policy have been retained pursuant to the preservation order issued to the Office of the Sheriff as part of the Office of the Attorney General review of the department. Once the review by the Office of the Attorney General is complete and the preservation order has been lifted, the data in question will be deleted to come into compliance with the Surveillance Use Policy.

5. Effectiveness in Achieving its Identified Purpose

The identified purpose of the system is to assist Sheriff's Detectives by aiding in critical evidence collection and security for both undercover deputies and confidential sources. The Callyo Mobile Service Application was not used during this reporting period; however, it is the position of the Office of the Sheriff that this technology is still an effective tool in achieving its identified purpose and provided valuable evidence as part of criminal investigations.

6. Public Records Act Requests

The Office of the Sheriff has a procedure to track California Public Records Act (CPRA) requests where designated staff are assigned to receive and respond to each request. The Office of the Sheriff did not receive any California Public Records Act requests for the Callyo Mobile Service Application during this reporting period.

7. Annual Costs

The Sheriff's Office pays an annual service fee for the Callyo Mobile Service Application. The annual cost to maintain the service is \$2,400.