

County of Santa Clara Health System

Mobile Audio and Visual Recording Devices

Annual Surveillance Report: July 1, 2022 – June 30, 2023

1. DESCRIPTION OF HOW THE SURVEILLANCE TECHNOLOGY WAS USED

The County of Santa Clara Health System (CSCHS) has used the Mobile Audio and Visual Recording Devices to record or take photographs of official business activities. The images of patients, clients, and visitors were captured for identification and facility-security purposes. The audio recordings during meetings and events were for drafting accurate minutes and notes and participants were notified that the meeting was being recorded.

Each Department Head is responsible to ensure their staff are using the technology according to the policy. Any misuse is reported to the Department Head and the Health System Ethics, Privacy & Compliance Office.

2. DATA SHARING WITH OUTSIDE ENTITIES

During the reporting period, photographs were only shared if we had proper written consent to do so. These are normally shared by the CSCHS Public Information and Marketing staff on social media and other platforms.

3. COMMUNITY COMPLAINTS OR CONCERNS

CSCHS values community and customers' feedback and has several ways for the patients and customers to file their concerns, questions, or complaints with the Customer Relations, Administration, or Health System Ethics, Privacy & Compliance Office.

During the reporting period, CSCHS did not receive any community complaints regarding the use of mobile audio and visual recording devices.

4. NON-PRIVILEGED INTERNAL AUDITS/POLICY VIOLATIONS

The Health System Ethics, Privacy & Compliance Office conducted an audit and determined that three devices were ordered via Staples and PMM in the current reporting period. The users and managers were contacted to attest to the SUP requirements and provided written attestation. The users and managers are aware of and will follow the retention requirements if they need to use the recorder.

In addition, there were eight other users that contacted the Ethics, Privacy & Compliance Office through the Data Access Request process wanting to use these devices to record, and they were

provided a copy of the Surveillance Use Policy (SUP) and provided their written attestation they will follow it. These users were contacted to ensure they were following the SUP, and all confirmed they are following the SUP and data retention requirements. The photographs and other audio and visual recordings have been discarded upon the consent and release agreements.

There were no reports of inappropriate use of the Mobile Audio and Visual Recording Devices, and no sanctions were necessary related to use of these technologies.

5. EFFECTIVENESS IN ACHIEVING IDENTIFIED PURPOSE

CSCHS used the mobile audio and visual recording devices to successfully record official business activities. This technology allowed CSCHS departments and offices to accurately capture minutes during official meetings.

6. PUBLIC RECORDS ACT REQUESTS

The Health System Ethics, Privacy & Compliance Office tracked all California Public Records Act requests for CSCHS, and there were no Public Record Act requests that involved data gathering by digital recording devices.

7. ANNUAL COSTS

The purchase of digital recording devices is a one-time fee for the departments. Digital recording devices cost approximately \$97.50 per unit. We do not anticipate incurring any costs to acquire or replace digital audio recorders in the next year.

The source of funding is from the requesting departments Budget Unit.