



# Video Recording Best Practices

## A RECORDS MANAGEMENT OFFICE GUIDELINE

### Scope and Introduction

This document is intended to advise University faculty and staff on the appropriate use of the recording function available through most video conferencing and messaging applications (Teams, Zoom, Skype, etc.). This document focuses on the administrative use of these applications and recording function and not on the academic or instructional use.

It is important to note that just because the possibility now exists to record all interactions and meetings performed through video conferencing applications, does not mean that we should, nor that we are allowed to, record any such session.

### Work Reintegration and Accommodation Program (WRAP)

Under the BC Human Rights Code, managers are responsible for protecting their employees from workplace discrimination based on various identities and limitations including physical or mental disability. Therefore, if an employee has a formal Work Reintegration and Accommodation Program (WRAP) accessibility accommodation which includes the need for the recording of meetings, then all due care should be taken to provide the recording to the individual for an appropriate, but limited, timeframe.

### Freedom of Information and Protection of Privacy Act FIPPA

British Columbia's Freedom of Information and Protection of Privacy Act (FIPPA) outlines the access and privacy rights of individuals in public sector institutions. Under this law, the recording of an individual's likeness constitutes the collection of personal information. Section 26 of FIPPA states:

No personal information may be collected by or for a public body unless:

- (a) the collection of that information is expressly authorized by or under an Act,
- (b) that information is collected for the purposes of law enforcement, or
- (c) that information relates directly to and is necessary for an operating program or activity of the public body.<sup>1</sup>

Examining the language of point (c) above, if you deem that a video recording is *necessary* for the operational continuation of your unit, then you may record; but if it is not, then you should not. Again, if the video recording is deemed necessary, access to that recording should only be granted to a limited audience and for an appropriate, but limited, timeframe.

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<sup>1</sup> <https://www2.gov.bc.ca/gov/content/governments/services-for-government/policies-procedures/foippa-manual/purpose-collect-personal-information>



## Video Recording as a Record

A video recording is a record and, at UBC, is subject to all laws, policies, and regulations just like any other record. The period in which University units and employees are to keep a record is dictated by the [UBC Records Retention and Disposition Schedule](#) which governs that record. Created by the Records Management Office in conjunction with University Council, these schedules are authorised by the [Board of Governors Policy GA4](#) and apply to all University records including digital video recordings.

### Knowing which retention and disposition schedule applies

Retention and disposition are applied to the nature of the record's information and not the medium of the record. Therefore, there is no one retention and disposition schedule for all video recordings (for an exception to this rule see section [Information Management – Project, Learning and Collaborative Application Management](#)). For example, a video recording of a committee meeting would be governed by the same retention and disposition schedule which governs the minutes, agenda, and decisions made in that same meeting. When determining for how long you are able to keep a video recording, ask yourself what the video recording is about or for, and then apply the proper retention and disposition schedule for records of that type.

If minutes were created from the contents of the recording and they are a sufficient representation of the video recording, the textual document should be recognised as the official record and retained for the appropriate retention period superseding the video recording which should then be destroyed.

### Video recording transcriptions

When utilizing video conferencing platforms such as Zoom and MS Teams, it is possible to generate and retrieve transcriptions of recorded meetings. However, it is imperative to recognize that transcriptions should not be regarded as the authoritative record of the meeting. Instead, transcriptions should be utilized solely for the extraction of pertinent information to facilitate the creation of accurate meeting minutes. Once the final meeting minutes have been approved, it is strongly advised that the transcriptions be promptly deleted along with the video recording.

The rationale behind this precautionary measure stems from the potential inclusion of sensitive or confidential information within the transcriptions, which may not be essential for capturing the comprehensive outcomes of the meeting. Consequently, the summative minutes of the meeting remain the superior and preferred record source for the intended purposes.

### Information Management – Project, Learning and Collaborative Application Management

At UBC, a special Records Retention and Disposition Schedule exists for all video recordings created in ZOOM and Microsoft Teams and stored in the native application's cloud storage. In essence, video recordings made in these applications and stored in the application's native cloud storage are deemed temporary and will be automatically deleted one year after recording. If video recordings need to be retained longer than one year, they are to be moved to a university-approved long-term storage location.



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B	Addition of scope to limit intended audience to administrative staff. Additions and modifications made to “When to Record and When Not To” section	20220526
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