

Video Surveillance Subpoena Process

Requirements

A subpoena is required to release video footage. Video Surveillance Equipment (number and location of cameras, storage capability) may vary from store-to-store. Law enforcement agencies requesting Video Surveillance must complete and return the Video Surveillance Questionnaire.

When completing the questionnaire, please specify the desired camera angles and the desired time frame (up to 4 hours). We pull specific time frames/locations; we do not review footage for specific suspects or incidents. You will need to complete one questionnaire for each store from which you are requesting footage.

For urgent request, once the subpoena is reviewed and approved in accordance with SEG policy, Law Enforcement Personnel may arrange with store managers to pick up video data.

Charges for Subpoena Request

To expedite processing of your request, we ask that you provide us with a detailed description of the information you are seeking. We generally do not charge law enforcement personnel for subpoena fulfillment; however, if your request will require an extensive amount of Company research or fulfillment time, then there may be a reasonable charge to cover time and materials. In such instance, we will contact you first to discuss the charge.

Response Time/Objections

SEG typically fulfills subpoenas within 20 business days after receipt by SEG through its registered agent; however, response times may vary depending upon the scope of the subpoena and the types of records requested. Further, Company reserves the right to object to subpoenas that are overbroad, burdensome, vague or that implicate privacy, privilege or other legal concerns.

To expedite processing, please be sure to:

1. Mail a subpoena to our registered agent;
2. Complete the appropriate Questionnaire;
3. E-mail the completed questionnaires and a courtesy copy of the subpoena to Legalsubpoenas@segrocers.com

Questions

If you have any questions about law enforcement subpoenas, please contact the Company at LegalSubpoenas@segrocers.com or call 904-783-5849.