



[Digital Evidence Management FAQ]

What is Evidence.com?

Evidence.com is a web-based platform used by the Niagara Regional Police Service to manage multimedia files that may be used as evidence in an investigation.

What happens when I share files through the link?

Evidence.com will scan the files you upload to ensure they are not corrupted and are virus-free, then share them with the police officer who provided you with the link.

How long do I have to upload my files?

You have three days (72 hours) to upload any files through the link the officer shared with you.

What should I do if the link has expired?

If your link has expired and you still have files that you think may be useful to Niagara Regional Police, please reach out to the officer who shared the link with you. Do not reply to the email or text that contained the link because those are unmonitored accounts, and you will not receive a reply.

What kinds of files can I share?

You can share any format of multimedia (e.g., photos, video, audio) files.

How many files can I share?

You can share up to 16 files. If you wish to share more than 16 files, please contact the officer who shared the link with you or email the DEMS Support Unit at DEMSupport@niagarapolice.ca.

Are there any size limitations to what I upload?

You can share up to 60 gigabytes (GB) total. If your files are over that limit, please contact the officer who shared the link with you or email the DEMS Support Unit at DEMSupport@niagarapolice.ca.

What's useful to share?

We encourage you to share any multimedia files that contain information about the incident in question.

How will I know that my files were uploaded successfully?

After you submit the files, you will see a new webpage that displays the message, "Thank you. Your files have been submitted." After you see that page, you may close your browser window.



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I'm unable to upload my files. What should I do?

If you're unable to upload your files, please contact the officer who shared the link with you. Arrangements will be made to pick up a copy of the files in person.

Why do I need to provide my full name and date of birth?

You're required to enter this information to confirm your identity.

Is the Niagara Regional Police Service legally able to collect my files and personal information?

Sections 28(2) and 29(1)(g) of the *Municipal Freedom of Information and Protection of Privacy Act* allow for the collection of personal information and files for the purposes of law enforcement.

For how long will you keep my files?

Niagara Regional Police will keep the files for the length of time that has been set out in their records classification and retention schedule, or any applicable policy and procedure.

