

CCTV Policy

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Contents

1. Purpose 3

2. Scope..... 3

3. Camera Locations..... 3

4. Monitoring 3

5. Control and operation of cameras..... 4

6. Use of information collected 5

7. CCTV information access and the Police..... 5

8. CCTV information access by individuals 5

9. CCTV and Carrfields staff 6

10. CCTV Signage 6

1. Purpose

Carrfields endeavours to provide a safe and secure environment to protect its staff, customers and our communities. Closed Circuit Television (CCTV) cameras are installed and operated for one or more of the following purposes:

- Facilitate staff and public safety
- Improve security and deter criminal activity
- Manage traffic movements in particular areas
- Monitor trespass on Carrfields facilities
- Monitor compliance with Council bylaws
- Capture information that could be used to investigate crime, a health and safety situation and/or staff incidents

This policy has been created to ensure that Carrfields, its employees and contractors comply with good practice, transparency and accountability and in respect of the requirements of the Privacy Act 2020 when operating CCTV cameras. It also outlines the process for managing all access to CCTV data, the delegated authorities of Carrfields staff and Carrfields obligations in regard to CCTV data storage, security and signage.

2. Scope

This policy applies to all employees of Carrfields, contractors and the general public who may enter the areas covered by Carrfields cameras.

3. Camera Locations

- 3.1. CCTV cameras are situated in locations which are clearly linked with the camera's specific purpose. All new camera systems and/or replacement systems are to be approved by the Carrfields Health and Safety Leader/ IT Manager and recorded in Carrfields register of CCTV cameras.
- 3.2. Covert systems may only be used for Carrfields internal purposes in exceptional circumstances and with the prior approval of the CEO. Exceptional circumstances may include where there is a strong suspicion of criminal activity or misconduct which breaches one or more of Carrfields policies or may give rise to a health and safety risk to any person or damage to the environment, and which cannot be detected by other means.
- 3.3. Mobile cameras may be used to monitor compliance on construction sites (or similar) and recording progress of project work.

4. Monitoring

- 4.1. The recording devices/servers for CCTV cameras are to be installed in a secure location as agreed upon with the IT Manager. Only persons trained and authorised as CCTV Operators are allowed access to recorded CCTV footage stored in this location.
- 4.2. All footage is kept for the duration of the intended purpose and then the data is overwritten as part of the recording process, unless it is exported for evidential purposes.

- 4.3. Live streaming camera monitoring is restricted to locations where it is necessary, depending on the purpose of the camera.
- 4.4. Carrfields reserves the right to have remote access to all footage created by Carrfields owned CCTV cameras.
- 4.5. Where cameras are monitored via a mobile device (such as a smartphone, tablet or similar device) a CCTV Operator shall ensure that no unauthorised person has the ability to view the device.

5. Control and operation of cameras

- 1. All Carrfields facilities, premises and areas may at some point in time be monitored by Carrfields CCTV camera.
- 2. CCTV coverage will not be directed at private property except unavoidably as part of a wide-angle or long shot while panning past.

5.0 User access

Role	Access Rights	User/Who is Responsible
CCTV Administration	Access to all CCTV camera features and programming	IT Manager
CCTV High Level User	Full System Access to all CCTV camera features and programming for maintenance purposes	Designated IT staff
CCTV Operator	Majority system access for all CCTV cameras on their site including some programming ability, live view, playback and export.	Regional / Site Managers, Privacy Officer and delegated senior managers
CCTV View Only	Live View, Playback (no export)	Regional / Site Managers, Privacy Officer and delegated senior managers

5.1. The CCTV Administrator is responsible for:

- 5.1.1. Understanding their responsibilities under the Privacy Act 2020 and with respect to the Privacy Principles which determines they operate with efficiency, impartiality and integrity
- 5.1.2. Ensuring the installation and maintenance of equipment is sufficient
- 5.1.3. Organising the training and authorising of CCTV Operators
- 5.1.4. Ensuring all new installations are GPS mapped/recorded in the Carrfields register of CCTV cameras
- 5.1.5. Referring all public requests for footage (other than that from Police as per clause 6 to the Carrfields Privacy Officer)
- 5.1.6. Responsible for the establishment and oversight of Carrfields CCTV Access Log
- 5.1.7. Responsible for the management of third party suppliers contracted for the on-going maintenance and accuracy of the Carrfields CCTV camera inventory and related service provider agreements.

5.2. CCTV High-Level Users are responsible for:

- 5.2.1. Understanding their responsibilities under the Privacy Act 2020 and with respect to the Privacy Principles which determines they operate with efficiency, impartiality and integrity
- 5.2.2. Implementing all maintenance to the CCTV system, as required. This includes security level access for designated Carrfields staff.
- 5.2.3. Referring all requests for footage (other than from a Police officer) to the Carrfields Privacy Officer
- 5.2.4. Maintaining a record of all released or viewed footage in Carrfields CCTV Access Log
- 5.2.5. Maintain confidentiality in regard to duties and observations.

5.3. CCTV Operators are responsible for:

- 5.3.1. Understanding their responsibilities under the Privacy Act 2020 and with respect to the Privacy Principles which determines they operate with efficiency, impartiality and integrity
- 5.3.2. Ensuring all requests for footage are in writing. In this context 'in writing' includes submissions in electronic forms
- 5.3.3. Retrieving footage requested for viewing by the Police within 24 hours of the receipt of the request and recording footage released in the CCTV Access Log
- 5.3.5. Referring all requests for footage (other than from a Police Officer) to the Carrfields Privacy Officer
- 5.3.6. Maintain security of the monitors and footage (tapes, drives, disks etc)
- 5.3.7. Ensuring signage is in place and in accordance with this policy
- 5.3.8. Maintain confidentiality in regard to duties and observations.

6. Use of information collected

- 6.1. As per the Privacy Act 2020 Privacy Principles, and with regard to the listed exceptions in the Principles, information collected by the cameras can only be used for the purpose for which it was collected.

7. CCTV information access and the Police

- 7.1. The NZ Police may access footage on short notice from those cameras that have been set up for purposes linked with crime detection and prevention. The Police are required to complete a request form (see Form One) prior to the release of the footage. This request requires the Police to enter details such as the event they are interested in, the specific offence and the name and contact details of the Officer making the request.
- 7.2. All footage released to the Police at the request of the Police, or when criminal activity is suspected, will be recorded in the Carrfields Access Log.
- 7.3. Footage or live streaming of events can be supplied to Police and any other business that shares a premises with Carrfields for detection of illegal behaviour at any event.
- 7.4. The completed and signed release request form should be provided to the Privacy Officer for storage in the Privacy Act folder.

8. CCTV information access by individuals

- 8.1. Recorded footage is confidential to Carrfields. All requests to view footage relating to individuals will be referred to the Carrfields Privacy Officer for consideration.

- 8.2. The Managing Director and Privacy Officer, or other officers delegated that responsibility by them or by the Managing Director, may approve persons or entities that data may be disclosed to. A list of approved persons or entities will be maintained by Carrfields in the CCTV Access Log.
- 8.3. A request by the public to view footage that contains information relating to other individuals must be in writing and will be dealt with as either:
 - 7.3.1. a matter to be referred to the Police or
 - 7.3.2. where the footage requested for viewing only shows the individual who has made the request, the request will be dealt with in accordance to the Privacy Act 2020.
- 8.4. Any request to view footage will be limited by the need to protect other persons' privacy. If a request to view the footage is unable to be granted without unreasonably breaching others' privacy, a written description may be provided by the CCTV Operator of what they are doing in the footage. Any such requests will be responded to within 20 working days and are subject to review by the Carrfields Privacy Officer and the Managing Director as per Carrfields Privacy Policy and procedure.

9. CCTV and Carrfields staff

- 9.1. Carrfields will investigate any suspected breach of the use of Carrfields CCTV by a Carrfields employee or contractor.
- 9.2. Any staff incidents or misconduct detected by CCTV will be handled in accordance with Carrfields employment agreements, Carrfields Employee Handbook and Code of Conduct.

10. CCTV Signage

- 10.1. Individual cameras and/or camera areas will be clearly signposted to notify the employees, contractors and the public.
- 10.2. Signs will clearly display the message "Surveillance Cameras in Operation" or a similar message and be of a size and style that makes them readily visible to people entering the area. Where it is impractical to include all the information, the sign will direct the public to the Carrfields website where this policy can be viewed.

11. Policy Review

The review timeframe of this policy will be two-yearly.

FORM 1

Request for a Copy of Recorded Material

I request a copy of images recorded by Carrfields camera surveillance system at:

Name:		Rank:	
ID No:		Station:	
Camera Location:			
The images relate to the following:			
Time:		Date:	
Location:		Incident Log No:	
I require of copy of the images/footage for the purposes of:			
<p>I acknowledge that I will not make a copy of these images or disclose the images to any other persons unless lawfully required to do so.</p>			
Signed:			
Time:		Date:	

NB: Must be completed by all persons requesting recorded information and then scanned and emailed to:

Email address: info@carrfields.co.nz