



# CCTV POLICY



**NAPIER**  
CITY COUNCIL  
Te Kaunihera o Ahuriri

<b>Adopted by</b>	Napier City Council on 25 May 2019
<b>Relevant Legislation</b>	The Privacy Act 1993 The Local Government Official Information and Meetings Act 1987
<b>NCC Documents Referenced</b>	NCC Employee Handbook Privacy Policy

### Purpose

Napier City Council endeavours to provide a safe and secure environment to protect its staff, customers and the interests of our ratepayers. 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 in public places (including Council premises and recreational facilities)
- Record receipt and banking transactions for playback if an error has occurred, for the benefit of the customer and the staff involved
- Identify good and bad cash handling techniques for cashier training purposes
- Manage traffic movements in particular areas
- Monitor trespass on Council facilities
- Monitor compliance with Council bylaws
- Capture information that could be used to investigate crime, a health and safety situation and/or staff incidents
- Monitor behaviour around Council objects and animals. For example, museum artefacts and aquarium species.

This policy has been created to ensure that NCC, its employees and contractors comply with good practice, transparency and accountability and in respect of the requirements of the Privacy Act 1993 when operating Council CCTV cameras. It also outlines the process for managing all access to CCTV data, the delegated authorities of Council staff and Council obligations in regard to CCTV data storage, security and signage.

### Scope

This policy applies to all employees of Napier City Council, Councillors, contractors and general public who may enter the areas covered by NCC cameras.

The CCTV cameras owned and operated by the Napier Safety Trust are outside the scope of this policy. Cameras used for inspection of NCC assets, such as inspecting the inside of pipes, and any camera video footage recorded by a NCC employee or contractor, are not considered to be CCTV footage for the purposes of this policy.

## Policy

### 1. Camera Locations

- 1.1. 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 CCTV Administrator and recorded in NCC's register of CCTV cameras. (Doc ID: 711068)
- 1.2. Covert systems may only be used for Council's internal purposes in exceptional circumstances and with the prior approval of the Chief Executive. Exceptional circumstances may include where there is a strong suspicion of criminal activity or misconduct which breaches Council bylaws 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.
- 1.3. Mobile cameras may be used to monitor compliance on construction sites (or similar) and recording progress of project work.

### 2. Monitoring

- 2.1. The recording devices/servers for CCTV cameras are to be installed in a secure location as agreed upon with the CCTV Administrator. Only persons trained and authorised as CCTV Operators are allowed access to recorded CCTV footage stored in this location.
- 2.2. 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.
- 2.3. Live streaming camera monitoring is restricted to locations where it is necessary, depending on the purpose of the camera. For example, when the purpose of the camera is to monitor public activity around museum objects and aquarium species, the camera live feed may be viewed by designated NCC employees and contractors.
- 2.4. Council reserves the right to have remote access to all footage created by Council owned CCTV cameras.
- 2.5. 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.

### 3. Control and operation of cameras

- 3.1. All NCC facilities, premises and areas may at some point in time be monitored by NCC's CCTV camera, the exceptions being listed below:
- 3.2. CCTV coverage will not include private areas within public spaces and facilities (e.g. changing rooms).
- 3.3. CCTV coverage will not be directed at private property except unavoidably as part of a wide angle or long shot while panning past.

#### 4. User access

CCTV Administrator	Full System Access to all CCTV camera features and programming	NCC Manager Information Services
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.	Delegated NCC Facility Managers and Supervisory Staff, NCC Privacy Officers
CCTV View Only	Live View, Playback (no export)	Police by request, Delegated NCC Staff

##### 4.1. The CCTV Administrator is responsible for:

- 4.1.1. Understanding their responsibilities under the Privacy Act 1993 and with respect to the Privacy Principles (see appendix 1 of the CCTV Operating Guidelines) which determines they operate with efficiency, impartiality and integrity
- 4.1.2. Ensuring the installation and maintenance of equipment is sufficient
- 4.1.3. Undertaking an annual review of the use of all NCC CCTV cameras
- 4.1.4. Organising the training and authorising of CCTV Operators
- 4.1.5. Ensuring all new installations are GIS mapped
- 4.1.6. Referring all public requests for footage (other than that from Police as per clause 6 to a NCC Privacy Officer
- 4.1.7. Responsible for the establishment and oversight of NCC's CCTV Access Log (Doc ID:217243)
- 4.1.8. Responsibility for the on-going maintenance and accuracy of the NCC CCTV camera inventory and related service provider agreements.

##### 4.2. CCTV High Level Users are responsible for:

- 4.2.1. Understanding their responsibilities under the Privacy Act 1993 and with respect to the Privacy Principles (see appendix 1 of the CCTV Operating Guidelines) which determines they operate with efficiency, impartiality and integrity
- 4.2.2. Implementing all maintenance to the CCTV system, as required. This includes security level access for designated NCC staff.
- 4.2.3. Referring all requests for footage (other than from a Police officer) to a NCC Privacy Officer
- 4.2.4. Maintaining a record of all released or viewed footage in NCC's CCTV Access Log (doc id: 217243)
- 4.2.5. Maintain confidentiality in regard to duties and observations.

- 4.3. CCTV Operators are responsible for:
- 4.3.1. Understanding their responsibilities under the Privacy Act 1993 and with respect to the Privacy Principles (see appendix 1 of the CCTV Operating Guidelines) which determines they operate with efficiency, impartiality and integrity
  - 4.3.2. Ensuring all requests for footage are in writing. In this context 'in writing' includes submissions in electronic forms
  - 4.3.3. 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 (doc id: 217243)
  - 4.3.4. Referring all requests for footage (other than from a Police Officer) to a NCC Privacy Officer
  - 4.3.5. Maintain security of the monitors and footage (tapes, drives, disks etc)
  - 4.3.6. Ensuring signage is in place and in accordance with this policy
  - 4.3.7. Maintain confidentiality in regard to duties and observations.

## **5. Use of information collected**

- 5.1. As per the Privacy Act 1993 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.

## **6. CCTV information access and the Police**

- 6.1. 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.
- 6.2. All footage released to the Police at the request of the Police, or when criminal activity is suspected, will be recorded in the CCTV Access Log.
- 6.3. The completed and signed release request form should be provided to a Privacy Officer for storage in the Privacy Act EDRMS files.

## **7. CCTV information access by individuals**

- 7.1. Recorded footage is confidential to NCC. All requests to view footage relating to individuals will be referred to a NCC Privacy Officer for consideration.
- 7.2. The Chief Executive (CE) and NCC's Privacy Officers, or other officers delegated that responsibility by them by the CE, may approve persons or entities that data may be disclosed to. A list of approved persons or entities will be maintained by NCC in the CCTV Access Log.
- 7.3. 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. a LGOIMA request under the Local Government Official Information and Meetings Act 1987 or
  - 7.3.3. 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 1993.
- 7.4. 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 a NCC Privacy Officer and the CE as per Council's LGOIMA Policy and procedure.

**8. CCTV and Council staff**

- 8.1. The Council will investigate any suspected breach of the use of Council CCTV by a Council officer.
- 8.2. Any staff incidents or misconduct detected by CCTV will be handled in accordance with Council employment contracts, NCC Employment Handbook and Code of Conduct.

**9. CCTV Signage**

- 9.1. Individual cameras and/or camera areas will be clearly signposted to notify the public.
- 9.2. 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 NCC website where this policy can be viewed.

**Policy Review**

The review timeframe of this policy will be annually.

**Request for a Copy of Recorded Material**  
(Napier City Council CCTV Camera System)



I request a copy of images recorded by Napier City Council's camera surveillance system at:

<b>Name:</b>		<b>Rank:</b>	
<b>ID No.:</b>		<b>Station:</b>	
<b>Camera Location:</b>			
<b>The images relate to the following:</b>			
<b>Time:</b>		<b>Date:</b>	
<b>Location:</b>		<b>Incident Log No.:</b>	
<b>I require a copy of the images for the purpose of:</b>			
<b>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.</b>			
<b>Signed:</b>			
<b>Date:</b>		<b>Time:</b>	

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

Email address: [helpdesk@napier.govt.nz](mailto:helpdesk@napier.govt.nz)

**Admin Use:**

<b>Information supplied?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Date:</b>
<b>Signed:</b>	



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