

Camera (CCTV) Surveillance Policy



Internal Management Policy

Policy References

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| Policy Number: | 5.27 |
| Sponsor: | Human Resources Manager |
| Facilitator: | Customer Service Manager |
| Effective: | July 2012 |
| Internal review due: | July 2015 |
| Legal Compliance: | Privacy Act 1993 |
| Referral Documents: | Privacy and CCTV – A guide to the Privacy Act for businesses, agencies and organisations |

Purpose

Gisborne District Council wishes to provide a safe and secure environment to protect its staff, customers and the interests of our ratepayers by using recorded security cameras (CCTV) to:

- Deter criminal activity from occurring.
- Provide evidence if criminal activity has occurred on council premises.
- Record all receipt and banking transactions for playback if an error has occurred for the benefit of the customer and staff involved.
- Identify good and bad cash handling techniques for cashier training purposes.

Note: Unrecorded footage is relayed to screens in the Customer Service Administration area allowing staff to respond when queues develop, for prompt service to customers.

Background

This policy has been created by Gisborne District Council to protect the privacy of individuals and complies with its legal obligations under the Privacy Act. The policy aims to follow best privacy practise to ensure that any image captured, collected and stored are handled in a confidential manner that protects an individual's privacy at all times. This policy deals with cameras installed in the public reception areas and the customer service work areas. This policy does not cover the use of covert cameras which, if used, would be subject to special considerations or legal ruling.

Policy

1. CCTV is operated to provide protection and improve safety for individuals and to prevent crime.
2. Any staff incidents or misconduct detected by CCTV will be handled in accordance with the Gisborne District Council Code of Behaviour & Disciplinary Policy.

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| Facilitator: | Customer Service Manager |
| Date of Approval: | Monday 6 August 2012 |
| Authorised by: | Gisborne District Council |

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3. Any criminal activity detected by CCTV will be forwarded to New Zealand Police for investigation.
4. The placement of any and all CCTV equipment will not unreasonably intrude on the privacy of individuals.
5. Signage advising of CCTV equipment will be installed in places to give individuals clear warning before they enter any area covered by such equipment. The signage will also give contact information for any queries regarding the CCTV. See Appendix 1.
6. CCTV footage will only be viewed by authorised personnel who have first sort permission of the Customer Service Manager or the Privacy Officer. Footage will be viewed in accordance with the purpose of the cameras as detailed above. Each time the footage is accessed it will be recorded in a log.
7. CCTV footage will record on the hard drive for approximately 6 weeks before being overwritten in a continuous recording cycle. Where an incident or suspected incident has been identified, and with the approval of the Privacy Officer or the Customer Service Manager, a portion of the footage is to be retained for resolving that incident.
8. The Cameras are movement activated and will record any movement in the areas covered by individual cameras 24 hours per day.

CCTV footage access, storage and use

1. Authorised staff and contractors will select and place the CCTV equipment to meet the stated purposes. Servicing of the equipment and checking recording quality will be attended to as required.
2. CCTV footage is stored on a hard drive and access to the recording equipment is covered by a camera.
3. Any formal written request by an individual to view footage related to them will be referred to the Privacy Officer for consideration. Any such request will be limited by the ease of access to the footage and by the need to protect other people's privacy. If a request to view the footage is unable to be granted without unreasonably breaching others' privacy, a written description may be provided of what they are doing in the footage. Any such request will be responded to within 20 days.
4. The Privacy Officer and the Customer Service Manager will allow access only of relevant CCTV footage to:
 - Authorised staff of Gisborne District Council.
 - Contractors on site specifically to work on the CCTV equipment at the request of the Customer Service Manager or the Privacy Officer.
 - New Zealand Police or other public sector agency such as the Privacy Commissioner.
 - Individuals who have formally requested information at the authorisation and direction of the Privacy Officer and within 20 days of the request.

Facilitator: Customer Service Manager

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Complaints

1. Any complaint about the CCTV will be received in accordance with the formal complaints process.
2. Any complaint is to be forwarded in writing to the Privacy Officer.

Application

This policy applies to all employees of Gisborne District Council, councillors, contractors and general public who may enter the areas covered by our cameras.

Authorised by Chief Executive (signature)

Date of Approval

Facilitator: Customer Service Manager

Date of Approval: Monday 6 August 2012

Authorised by: Gisborne District Council

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Camera surveillance in operation

for:

- Crime prevention and detection
- Cashiering accuracy
- Staff training

The Gisborne District Council CCTV Policy is available on our website www.gdc.govt.nz or on request from our Customer Service counter.

Contact person: Customer Service Manager



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