

# CLOSED CIRCUIT TELEVISION (CCTV) SECURITY SYSTEMS POLICY

Vision 1.1

Updated 13/01/2018

## OVERVIEW

This policy outlines to employees, contractors, customers and visitors, of Totara Springs Christian Centre (TSCC) the purpose of why we operate video security and closed circuit television (CCTV) cameras, how the images will be used, who is responsible for the system and other information relevant to the system.

This policy is designed to protect the privacy of individuals and comply with our legal obligations under the Privacy Act 1993. The policy aims to follow best privacy practice to ensure that any image captured, collected and stored are handled in a confidential manner that protects an individual's privacy at all times.

## SCOPE

This policy applies to the installation and use of video security and CCTV cameras in and around the Totara Springs property which are installed with the intent to record video and/or to be monitored for the purposes of enhancing safety and physical facility security. The policy governs all new and existing CCTV monitoring systems. This policy does not apply to:

- use of video recording technology relating Daily highlights or promotional video content
- use of video recording and CCTV technology for video conferencing
- live streaming cameras installed for public viewing

## PURPOSE OF THE CCTV SYSTEMS

CCTV systems are used at TSCC for the following reasons:

- to deter and investigate theft or damage to property
- it may detect and capture evidence of crime e.g. assault or theft
- it actively and openly promotes the security of our premises to our clients

CCTV or images may be used for investigations as follows:

- Dishonesty or theft
- Evidence of crime
- Customer interactions
- Not following company procedures
- Health and Safety purposes e.g. investigating an accident, incident or harm

## WHO IS RESPONSIBLE FOR THE CCTV SYSTEMS

The Operations Manager is responsible for video security and CCTV systems. In particular they will:

- Oversee how it works.
- Be the point of contact for any faults with the system.
- Take responsibility for enquiries regarding the operation of the system and/or image requests.
- Deal with any problems or issues and help with staff training.

Senior managers will also be shown how the system operates so that they can respond to simple questions from their staff or customers.

## WHO CAN VIEW CCTV OR IMAGES?

Any formal written request by an individual to view footage related to them will be referred to the Operations Manager 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 working days.

The Operations Manager, will allow access only of relevant CCTV footage to:

- Authorised staff at TSCC
- TSCC Legal Representatives
- Contractors on site specifically to work on the CCTV equipment at the request of the Operations Manager
- New Zealand Police or other public sector agencies when the use or disclosure is necessary to enable the Police to uphold the law. This includes enabling them to prevent, detect, investigate, prosecute and punish offences. The use or disclosure of our CCTV images may be necessary for court or tribunal proceedings.
- Individuals who have formally requested information at the authorisation and direction of the Operations Manager and within 20 days of the request.
- CCTV maintenance companies will be able to access the CCTV images for system maintenance purposes at the request of the Operations Manager.

## HOW LONG WILL IMAGES BE HELD?

CCTV or Images will be held on record for up to one-month on our CCTV system at which time they will automatically delete unless, they are the subject of an ongoing investigation

## WHEN DOES THE CCTV OPERATE?

CCTV will be recorded 24hours – 7 days a week. The reason we run it outside of operating hours is in case there are criminal activities after hours

## WHO WILL MONITOR THE CCTV CAMERAS?

The cameras will be monitored by the General Manager / Operations Manager and any authorised staff at the approval of the General Manager. Footage will be viewed in accordance with the provisions contained in this policy. CCTV images can be accessed via personal logons to the security site via the web, at any time.

## WHERE WILL THE CAMERAS BE POSITIONED?

Authorised staff and contractors, with consultation from all staff will select the place the CCTV equipment to meet the 'purpose' of why we have CCTV cameras.

## HOW WILL INCIDENTS CAPTURED BY CCTV BE REPORTED OR ACTED ON?

Criminal evidence will be referred to the Police for investigation.

Where an employee investigation is required due to CCTV footage observed, an investigation will be conducted with the employee following the procedures outlined in their Individual Employment Agreement.

## WHAT MIGHT HAPPEN TO A STAFF MEMBER IF THEY BREACH THE POLICY?

If the policy were breached, an investigation would be held with the employee in question, following the disciplinary procedures outlined in their Individual Employment Agreement.

## HOW WILL THE COMPANY KNOW WHETHER THE POLICY IS BEING COMPLIED WITH?

TSCC will review this policy on an annual basis, in approximately August each year. Records of the review will be held by the General Manager / Operations Manager. Any updates will be published as a result of the review

## GUIDELINES

All care will be taken to check CCTV images are accurate, complete, relevant and not misleading before they are used.

Information collected on CCTV will only be used for the original purpose they were collected for.

CCTV images that identify individuals will not be publicly disclosed unless we have the consent of the individual(s) shown in the footage or have consulted the Police.

The placement of any and all CCTV equipment will not unreasonably intrude on the privacy of individuals.

Signs will be clearly displayed at the front gate to advise that there are CCTV cameras in operation. The signs will read "Warning Surveillance Camera Operating" or "CCTV in Operation" Further information will be displayed next to these signs indicating who the CCTV is owned and operated by, Contact Details for further information, and the link to the Totara Springs website, [totarasprings.org.nz](http://totarasprings.org.nz), where this policy will be published. A hard copy of this policy will be filed at the main office, and kept on our computer system with other Policies and Procedures.