

## 8.5 CLOSED CIRCUIT TELEVISION (CCTV) MANAGEMENT POLICY

Date Reviewed	Next Review	Officer Responsible
21 March 2017	1 March 2022	Director, Transport Solutions

### Policy Purpose:

The Policy provides guidance on the management of the Council’s CCTV network and in a manner that ensures alignment with the Privacy Commissioner Guidelines for CCTV. The overarching objective is and to meet the principles of the Privacy Act 1993 regarding the operation of a CCTV network.

### Policy:

#### Purpose of the Council’s CCTV network

CCTV based monitoring will be provided where a number of criteria are applicable:

- a) For Council owned facilities where large number of public and visitors may create crowd management or public safety/security risks.
- b) As a crime deterrent in public spaces where significant numbers of people frequent and where there is emerging evidence of criminal activity.
- c) To provide active monitoring of the transport network operations and to assist in the efficient response to emergencies under the CDEM Act.

Rotorua Lakes Council operates a Closed Circuit Television (CCTV) monitoring network in both public spaces and on Council owned and administered facilities or assets.

In particular the CCTV network is provided for:

- a) In public space:
  - To deter criminal activity from occurring
  - To provide evidence, following criminal activity, to the NZ Police
  - To assist in traffic and events on public spaces management
  - To assist the management of emergency response operations
  - To assist in the investigation of incidents eg. Health and Safety
  - To assist Council staff in executing regulatory functions eg. Parking

- To assist in data collection and as required for the improvement of public services and assets such as pedestrian or cycle traffic, waste management etc

b) In Council facilities:

- To provide security monitoring for Council facilities
- To monitor and assist the execution of routine operations
- To provide, evidence following criminal activity, to the NZ Police
- To assist in the investigation of incidents eg. Health and Safety

## Definitions

For the purpose of this policy the following definitions apply:

- Authorised officer means officers, whose position and duties require them to have access to CCTV footage. They are subject to due diligence through the Council's recruitment policy and processes including reference checks and the disclosure of criminal convictions, and have been made aware of their obligations under the Privacy Act 1993 regarding the confidentiality and appropriate use of CCTV footage.
- Incident means an activity, event or situation in alignment with the purpose for operating CCTV and includes criminal activity, equipment operation and fault detection, emergency situations, health and safety situations, breach of By-Laws, and other activities and/or events which could affect the delivery of the service the Council is providing at that location.

## Locations of CCTV

a) Public space:

- i) Current CCTV locations in the Rotorua CBD are shown on the attached plan (Appendix 1). These locations may be amended and updated as the requirements change.

- ii) Other Public Spaces include:

Trout Pool Road parking area

b) Council owned facilities with CCTV coverage are:

- i) Aquatic Centre
- ii) Museum
- iii) Wastewater Treatment Plant
- iv) Library
- v) i-Site
- vi) Energy Events Centre
- vii) Stadium
- viii) Civic Centre

The Council may operate CCTV equipment in other Council owned and administered locations. An up to date list of all Council sites where CCTV is in operation will be made available at the Rotorua Lakes Council Civic Centre on request.

## **Signage and information on CCTV**

Where CCTV is operated in a location in which the footage may record members of the public, signage will be displayed informing the public of the presence of the CCTV.

A copy of the Council's CCTV policy will be made available on request.

## **Operating times of CCTV**

Council CCTV is in operation on a continuous basis.

## **Access to CCTV, Storage and Use**

1. Only authorised Council officers have access to Council CCTV and CCTV footage. This access is regulated through a password protected log in system.
2. Council will allow access only, of relevant CCTV footage, to:
  - a) Authorised staff, of Rotorua Lakes Council.
  - b) Contractors on site specifically to work on the CCTV equipment at the request of the Council.
  - c) The New Zealand Police, or other public sector agency, such as the Privacy Commissioner.
  - d) Individuals who have formally requested information, with the authorisation of the Director Transport, will be provided such information within 20 days of the request. Any person has the right to access CCTV footage containing their personal information. Any request by an individual to access CCTV footage will be assessed in relation to the ability to readily retrieve the footage and to maintaining the privacy of any other identifiable individual in the footage.
  - e) Individuals or organisations with the approval of the Director Transport who may have legitimate reason for access eg major event organisers, sourcing data.

## **Regular Use**

Some CCTV provides live footage and is under continuous monitoring by authorised Council officers. This is to ensure appropriate response times to any observed incident.

When there is reason to believe that an incident has occurred, an authorised Council officer may review any relevant CCTV footage.

Any CCTV footage that could assist in the detection of an incident may be made available to the police or other relevant authority (including the Council's Human Resources Team if a Council staff member(s) is involved) as part of the reporting of an incident or suspected incident.

## **Retention and Deletion of CCTV footage**

All information collected by Council CCTV will be stored securely.

All footage will be deleted after one month unless it is required for evidential purposes.

CCTV footage is deleted by an automated erasing process.

### **Breach of use of CCTV by Council officers**

Council officers who are authorised to operate and access Council CCTV and CCTV footage are accountable for their actions. The manner in which Council officers use Council CCTV will be monitored to ensure they are not using it for any purpose other than for the legitimate business of Council and in line with the stated policy objectives.

The Council will investigate any suspected breach of use of Council CCTV by a Council officer.

Any confirmed breach of use of Council CCTV by a Council officer will be treated as non-compliance with the Council's Employee Code of Conduct and subject to disciplinary action.

### **Enquiries and complaints about CCTV**

All enquiries regarding the operation of Council CCTV are to be directed to the Council's Transport Directorate.

All complaints regarding the operation of Council CCTV are to be directed to the Council and will be investigated through the Council's complaints procedure.

# Appendix 1

