Camera Surveillance Policy (CCTV)

Controlled Document – refer to Intranet for latest version

Category: Properties and Facilities	Date Created: September 2013
Responsibility: Director Facilities & Risk Management	Date Last Modified: July 2014
Approval: Chief Financial Officer	Version: 14.1

Purpose

This policy sets out a framework for the application of closed circuit television (CCTV) surveillance systems at UCOL.

Scope

This policy applies to all Council Members, employees of UCOL, students, contractors and general public who may enter UCOL campuses.

Definitions

"**CCTV**" means closed circuit television which is a reference to camera surveillance systems that capture images and/or sound of individuals or information relating to individuals.

Responsibility

The Director Facilities & Risk Management will:

- Have overall responsibility for overseeing the implementation of this policy,
- Work with Facilities Management and authorised personnel for the administration and implementation of this policy,
- Work with the Privacy Officer to ensure UCOL complies with the Privacy Act,
- Be responsible for deciding operating hours and locations of CCTV,
- Ensuring that UCOL staff are trained in respect of CCTV related matters.

Policy Statements

Objectives

UCOL aims to provide a safe and secure environment to protect its staff and students by using CCTV to:

- To increase personal safety of staff, students and visitors and reduce the fear of crime;
- To protect UCOL buildings and assets;
- To assist Senior Managers investigating student and/or staff related incidents;
- To support the Police in a bid to deter and detect crime, assist in identifying, apprehending and prosecuting offenders;
- To protect members of the public and private property;
- To assist in managing UCOL, particularly areas with high Health & Safety risks
- The CCTV may also be used for ancillary purposes such as resource allocation and management.

Privacy Act – The operation of CCTV means that images and/or sound recordings of identifiable individuals will be collected, held and disclosed by UCOL. Compliance with the Privacy Act principles is required by all UCOL staff. A Privacy Notice attached as Appendix I will be available to the public on the UCOL website or in hard copy at the Facilities Management office.

The System

1. The system may comprise, but not limited to, a range of: Fixed position cameras; Pan Tilt and Zoom cameras; Sound recorders; Monitors; Multiplexers; digital recorders; Public information signs.
2. Cameras will be located at various places on the campus, and may be relocated from time to time. CCTV may cover (but is not limited to):
    - 2.1. Atrium/Learning hub/Library spaces
    - 2.2. General circulation/Corridors/Hallways
    - 2.3. Areas where cash, high value equipment, and high value information are stored or handled.
    - 2.4. Areas where staff interact with students and/or the public
    - 2.5. Areas with high risk equipment, processes, or chemicals e.g. kitchens, labs, trade training areas
    - 2.6. Car parks and Bike racks

3. No camera will be hidden from view.
4. Signage advising of CCTV equipment will be installed at entry points to the campus and close to the cameras where practicable. See Appendix II for a sample. The UCOL website will also notify visitors that CCTV is operating on UCOL campuses.
5. Any staff or student incidents or misconduct detected by CCTV will be handled in accordance with UCOL Policies and Procedures.
6. Any suspected criminal activity recorded on CCTV will be forwarded to New Zealand Police for investigation.
7. The placement of any and all CCTV equipment will not unreasonably intrude on the privacy of individuals
    - 7.1. For example CCTV will not be used in areas such as bathrooms or changing areas, or in areas where activities like massage are taking place, or in Staff Studio's.
    - 7.2. CCTV footage will only be viewed by authorised personnel who have first sought permission of the Director Facilities & Risk Management or the Privacy Officer.
    - 7.3. Footage will be viewed in accordance with the purpose of the cameras as detailed in this policy.
    - 7.4. If camera's are located in classrooms or teaching spaces, footage will not be used to monitor teaching performance
8. Managers may view real time and recorded data that cover areas that they manage, but may not keep recordings without going through the access storage and use process set out in this policy.
    - 8.1. Managers must apply in writing giving reason(s) why they require real time and recorded data
9. Any or all cameras and sound recorders may operate 24 hours per day, 7 days per week.

CCTV footage access, storage and use

1. CCTV footage is stored on a secure hard drive or similar storage device.
2. Access to the server is restricted by UCOL IT policies
3. CCTV footage will record on the hard drive for no more than **60 days** before being overwritten in a continuous recording cycle. Where an incident or suspected incident has been identified, and with the approval of the Director Facilities & Risk Management or Privacy Officer, a portion of the footage is to be retained for that incident.
4. Any written request by an individual for a copy of the footage identifying them personally will be referred to the Director Facilities & Risk Management for consideration. An application form is

attached in Appendix III for use by staff and students. Any response to a request will include considerations of the ease of access to the footage, and the need to protect other people's privacy. If a request for a copy of the footage is unable to be granted without unreasonably breaching others' privacy, a written description may be provided of activities in the footage pertaining to the individual requesting the information or a viewing of footage may be arranged. Any request will be responded to within 20 working days.

5. The Director Facilities & Risk Management and the Privacy Officer will allow access only of relevant CCTV footage to:
   - Authorised personnel of UCOL who have requested footage in terms of this policy.
   - Contractors on site specifically to work on the CCTV equipment at the request of the Director Facilities & Risk Management or the Privacy Officer.
   - New Zealand Police or other public sector agency such as the Privacy Commissioner.
   - Individuals who have formally requested information pertaining to themselves at the authorisation and direction of the Privacy Officer.
6. When a request for access to the CCTV has been received and if the footage can be located, UCOL will take measures to ensure the relevant footage is saved.
7. UCOL will take reasonable steps to ensure that public disclosure does not occur (i.e. not upload footage to internet, not publish still images in newspapers, not circulate it widely by email) unless the Police want it public.
8. UCOL staff will take reasonable steps to check CCTV images are accurate, complete, relevant and not misleading before using them.
9. All access to CCTV images will be logged where access is not by a UCOL staff member.

Complaints

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

Relevant Legislation

- This policy has been created by Facilities Management to protect the privacy of individuals and comply with its 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. This policy deals with all CCTV installed on all UCOL campuses.

Related Documentation

- Privacy Act 1993
- UCOL Privacy Policy
- Disciplinary Procedure
- Student Concerns and Complaints Procedure

Privacy Notice - CCTV at UCOL

CCTV Operation:

1. UCOL operates CCTV on its campuses. This means information about what you are doing and saying on a UCOL campus will be collected by UCOL and held by UCOL.

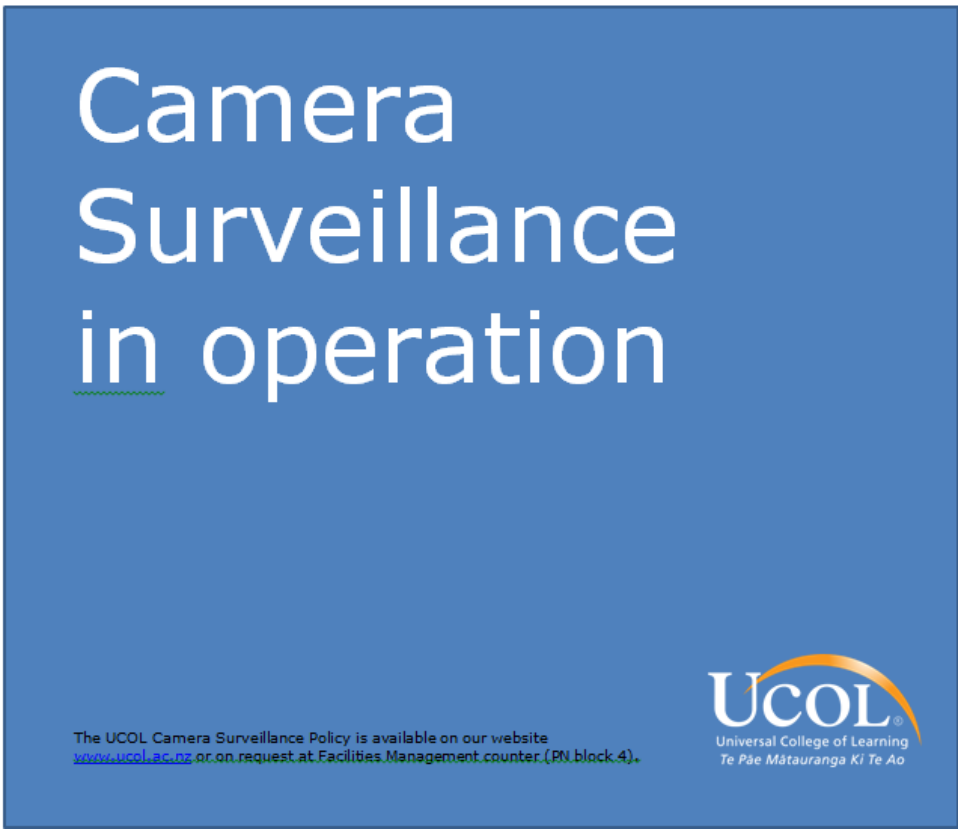
2. Purposes of CCTV Operation:
   The purpose of collecting information is to:

   - Deter criminal activity.
   - Increase personal safety of staff, students and visitors.
   - Protect UCOL property.
   - Assist UCOL to investigate student and/or staff incidents.
   - Protect property owned by others.
   - Assist to manage UCOL particularly in health in safety sensitive areas.
   - Resource allocation and maintenance.

3. Disclosure of Information Held
   The information collected may be disclosed to the Police and published by the Police if the Police decide that is desirable in the circumstances. The information collected may be accessed by UCOL staff and used for the purposes in paragraph 2 above.

4. Access to CCTV
   Individuals identified on CCTV have the right to ask for access to footage about them and request that information be corrected. All requests will be dealt with under the Privacy Act. Students [and staff] who want to view footage about themselves need to sign the application form attached to the CCTV form.

Samples


Camera
Surveillance
in operation
The UCOL Camera Surveillance Policy is available on our website
www.ucol.ac.nz or on request at Facilities Management counter (PN block 4).
UCOL
Universal College of Learning
Te Pae Mātauranga Ki Te Ao

24 HOUR
CCTV
IN OPERATION

WARNING
CCTV in operation

Application Form for Access to CCTV Images

UCOL uses Closed Circuit Television (CCTV) systems for the purposes of crime prevention, the prosecution of offenders, public safety and for the objectives set out in UCOL's CCTV Policy.

The Privacy Act 1993 gives you the statutory right of access to the CCTV images and any voice recordings we hold about you.
Please complete this form if you wish to access a CCTV image. If you require assistance please contact the Director Facilities & Risk management (details listed below).

Name of person making the request	
Address	
Contact Number	
Email Address	

Details of image to be viewed

Date/Estimated time:	
Location:	
Reason for request:	
I acknowledge that the footage provided will only be used within the terms and purposes of the Camera Surveillance Policy and will not be published on the internet or given to newspapers.	
Signed	Date:

Please return this form to Director FM : Block 4, Palmerston North
On receipt of your completed form, we will respond to your request promptly, and in no more than 20 working days. If we encounter any difficulties in locating your image(s) we will keep you informed of our progress.

To be completed by Director FM

Request **Approve / Declined** (please circle) Reason if declined:	
Details	
Signed	Date:
Enquiry completed on:	