

CCTV POLICY

Policies and Procedures



The Kind
Foundation™

Mō tātou katoa. For all of us.

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1 PURPOSE

To ensure that The Kind Foundation recording and closed-circuit television (CCTV) systems are managed in such a way that:

- Safety and security are enhanced
- The privacy rights of The Kind Foundation community and the public are respected
- Applicable laws and policies are complied with.

2 SCOPE

This policy applies to all staff of The Kind Foundation, customers, contractors and the general public who may enter the areas covered by The Kind Foundation CCTV cameras. Specifically, it applies to the installation and use of all The Kind Foundation owned video security and CCTV cameras in and around The Kind Foundation sites.

All references to video security and CCTV systems throughout this policy are to those systems which were designed and installed with the intent and ability to record video and/or to be monitored for the purposes of enhancing safety and physical facility security. This policy does not apply to:

- Use of video recording and CCTV technology for video conferencing.
- Live web streaming cameras installed for public interest viewing.

3 POLICY CONTENT

3.1.1 Purpose of Monitoring Systems

The Kind Foundation endeavours to provide a safe and secure environment to protect its staff, customers, contractors and visitors.

In this policy, a safe and secure environment involves:

- The protection of individuals (including, but not limited to staff, customers, contractors and visitors).
- The protection of The Kind Foundation owned and/or operated property, buildings and critical infrastructure.
- The deterrence and investigation of criminal behaviour.
- The investigation of a health and safety situation and/or staff incidents.

Note: CCTV monitoring and access to CCTV recordings governed by this policy is permitted solely for the purpose of enhancing safety and security. This policy does not authorise use, interception, duplication, transmission or other diversion of video and CCTV technologies for any other purposes.

3.1.2 Protocol for the Use and Operation of Monitoring Systems

- 1) CCTV monitoring and the use of video recordings will be conducted in a way that is consistent with this Policy and other relevant The Kind Foundation policies. The monitoring of images based on personal or demographic characteristics (e.g. race, gender, sexual orientation, disability, etc.) or so as to unreasonably intrude on situations where there is an expectation of privacy is prohibited under this policy.
- 2) Cameras may be recorded continuously (24 hours a day, seven days a week) and may also be monitored in real time in accordance with the provisions of this policy.
- 3) Only staff approved by the relevant departmental supervisor/manager shall be permitted to monitor CCTV images and/or to have access to recorded footage. Approval for

monitoring purposes shall be granted where such monitoring is relevant to the functions of the staff member's role. Note: Access to recorded footage is governed by clause 3.1.6.

- 4) All staff granted approval to monitor The Kind Foundation CCTV systems must receive appropriate training in the technical, legal, and ethical parameters of appropriate camera use. Training shall include the proper operation of the equipment and infrastructure and, where appropriate, its maintenance.
- 5) Where cameras are monitored via a mobile device a CCTV operator shall ensure that no unauthorised person has the ability to view the device.

3.1.3 Installation and Configuration of Monitoring Systems

- 1) All requests for installation of CCTV cameras must be submitted to the Chief Operations Officer (CCO) or the CEO.
- 2) Qualified security technicians must install CCTV security systems and arrange for network provision. CCTV installations and network provision must meet the requirements of this Policy.
- 3) IP video used for security purposes pursuant to this policy must always be restricted to a secure private network or VPN which may be accessed only by authorised persons. No CCTV system may be accessible from the public internet (with the exception of those utilising an approved VPN or managed access application).
- 4) Cameras must be located and programmed so as to avoid capturing images of individuals in circumstances where they have a reasonable expectation of privacy including, but not limited to bathrooms, dressing rooms, locker rooms and private dwellings (including views through windows and rear gardens).
- 5) Signage advising that cameras are in operation shall be installed at sufficient appropriate locations to ensure as far as reasonably possible that users of an area are aware that they may be subject to CCTV surveillance. The signage should say: "Crime Prevention Cameras Operating at all times in this Area" or other similar wording approved by the COO or CEO. Furthermore, for any CCTV camera that is recording audio the signage must include that this is the case.

3.1.4 Temporary or Covert Camera Installation

- 1) Where justifiable under Privacy Principles and necessary in connection with any criminal investigation the CCO or CEO may authorise temporary and/or covert camera installations on, and able to view activity on, The Kind Foundation property.
- 2) Such measures may be taken only where justifiable under Privacy Principles and where the reasonable necessity of deployment can be established having regard to the seriousness of the issues and availability of other measures to address them. The use of covert cameras to generally monitor staff performance is not permitted. Cameras are to be removed immediately upon conclusion of any investigation.

3.1.5 Records Retention

- 1) Recordings will be retained for a period of approximately 30 days (based on available storage space) at which time footage will be automatically overwritten. Downloaded recordings will be retained for so long as is reasonably required for purposes consistent with this policy.

- 2) Servers containing recorded footage will be housed in a secure location with access by authorised personnel only.
- 3) Servers shall be regularly updated with the appropriate firmware as identified by Information Technology Services to ensure they have the appropriate security updates.

3.1.6 Use of Recorded Material

- 1) The viewing, downloading and provision of recordings to The Kind Foundation staff may be carried out by the CEO, COO, Health and Safety Officer, Manager or departmental Supervisor/Manager. Any downloading and provision of recordings shall be solely for a purpose recognised by this Policy as set out in Section 3.1.1. A written record of that purpose, signed by the person authorising the downloading, shall be made before any downloading is undertaken.
- 2) The provision of recordings to an individual or organisation outside of The Kind Foundation (for example the NZ Police) may only be carried out by the CEO or COO.

3.1.7 Privacy

The Kind Foundation shall maintain the protection of individuals' privacy by:

- Ensuring information is collected for necessary and lawful purposes only.
- Taking reasonable steps to make individuals aware that information is being collected and the reason for such collection.
- Requiring the appropriate storage and security of recorded information
- Ensuring information is used only for the purpose for which it was collected
- Complying with Principles 6, 9 and 11 of the Privacy Act relating to access to and retention and disclosure of information.

4 DEFINITIONS

CCTV:

Closed circuit television used to transmit a signal to a specific place(s).

IP Cameras:

Internet protocol (IP) cameras which utilise the protocol used most by Local Area Networks (LANs) to transmit video across data networks in digital form.

Monitoring:

The watching of CCTV images in real time.

Privacy Principles:

13 principles contained in the Privacy Act 2020 that stipulate how information can be collected and used, and people's rights to gain access to that information and ask for it to be corrected.

5 RELATED DOCUMENTS

5.1 The Kind Foundation Documents

- Privacy Policy

5.2 Legislation

- Privacy Act 2020
- Official Information Act 1982
- Crimes Act 1961

5.3 Standards and Codes of Practice

- Privacy Commissioner Guidelines - CCTV

5.4 Other

- NA

6 DOCUMENT CONTROL

6.1 Policy Owner

- Health and Safety Officer

6.2 Parent Policy

- NA

6.3 Date of Implementation

- November 2023

6.4 Review Date

- May 2024

6.5 Document Control Procedure

This document is considered a 'living document' and as such, regardless of the review date, this document remains relevant until such time as a new version is produced or it is retired.

Documents will be identified by a header and footer that states the version number and total number of pages within the document.

Any previous versions or copies will be removed from circulation if obsolete or marked clearly that they are not current. Archived copies and other safety-related records will be kept for seven years and archived accordingly.

Once printed, documents are uncontrolled.

6.6 Version Table

Version	Amendments made	Approved by	Date
1.0	<ul style="list-style-type: none"> • Original version 	Josie Ogden Schroeder	May 2024
1.1	<ul style="list-style-type: none"> • Updated due to change in organisation name and branding 	Crispian Hills	Nov 2023