

## CCTV (Closed Circuit Television) POLICY

Updated: August 2025

Approved by:	General Manager
Effective:	3 <sup>rd</sup> May 2019
Address:	4 Te Aute Road, Havelock North Phone: 06 877 1234 Email: <a href="mailto:reservations@portershotel.co.nz">reservations@portershotel.co.nz</a>
Legal Compliance:	Privacy Act 1993, Employment Relations Act 2000
CCTV Owner:	Building owner(s)
Supplier / Contractor:	Almak Fire & Security Address: 19 Carnegie Road, PO Box 4246, Napier, NZ 4143 Phone: 06 843 34 82 Email: <a href="mailto:info@almak.co.nz">info@almak.co.nz</a>
Software:	Smart Professional Surveillance System
Access to software:	Restricted
Documents Referenced:	PBH Employee Handbook

This policy has been created to ensure that Porters Boutique Hotel LTD (further Hotel), its employees and contractors comply with good practice, transparency and accountability and in respect of the requirements of the Privacy Act 1993 when operating Hotel's CCTV cameras.

This policy applies to all employees of Porters Boutique Hotel, guests, contractors and general public who may enter the areas covered by Hotel's cameras. Any cameras installed at the Village Exchange Complex off the Hotel's premises are outside this policy.

### 1. Purpose

As a semi-public space, Porters Boutique Hotel aims to provide a safe and secure environment to protect its staff and customers. The Closed Circuit Television (CCTV) Cameras are installed and operated at Porters Boutique Hotel for one or more of the following purposes:

- ❖ Facilitate staff and public safety
- ❖ Monitor trespass on Hotel's facilities
- ❖ Comply with Health & Safety requirements
- ❖ Ensure only valid persons have access to restricted areas
- ❖ Improve security and deter criminal activity in public places and hotel's premises
- ❖ Capture information that could be used to investigate crime, a health and safety situation and/or staff incidents.

## **2. Storage & Monitoring**

- 2.1. The recording devices/servers for CCTV cameras are installed in a secure location.
- 2.2. The footage is kept up to 30 calendar days and data is overwritten as part of the record process, unless it is exported for evidential purposes.
- 2.3. All footage is kept for up to two months and then the data is overwritten as part of the recording process, unless it is exported for evidential purposes.
- 2.4. CCTV coverage will not include private areas within public spaces and facilities (e.g. staff bathrooms).
- 2.5. Any staff incidents or misconduct detected by CCTV will be handled in accordance with Hotel's employment contracts, Hotel's Employment Handbook and Code of Conduct.
- 2.6. Signs will clearly display the message "Surveillance Cameras in Operation" or a similar message and be of a size and style that makes them readily visible to people entering the area. Where it is impractical to include all the information, the sign will direct the public to the Hotel's website. where this policy can be viewed.
- 2.7. The Privacy Officer functions at Porters Boutique Hotel are executed by General Manager.
- 2.8. Any formal written requests from interested parties about the access to the Hotel's CCTV footage or equipment are considered by the Privacy Officer within 10 working days. Contractors, who work with CCTV equipment and software can get access based on genuine request to service the CCTV equipment and software as needed. Any requests are recorded in the Log of access.
- 2.9. Privacy Officer considers any concerns or complaints related to the Hotel's CCTV cameras. All concerns or complaints must be in writing with full name, ID and short relevant explanation about the concern or complaint.
- 2.8. As per the Privacy Act 1993 Privacy Principles, and with regard to the listed exceptions in the Principles, information collected by the cameras can only be used for the purpose for which it was collected.

## **3. Access by Police**

- 3.1. The NZ Police may access footage on short notice. The Police are required to complete a request form prior to the release of the footage. This request requires the Police to enter details such as the event they are interested in, the specific offence and the name and contact details of the Officer making the request.
- 3.2. All footage released to the Police at the request of the Police, or when criminal activity is suspected, will be recorded in the CCTV Access Log.