



## CCTV Frequently Asked Questions

With CCTV technology becoming more readily available and affordable at the consumer level, we've been seeing an increase in inquiries related to residents and landlords who have or want to install cameras on their property or streets. Whether you're concerned about an installed CCTV or are thinking about getting a CCTV system setup yourself, here are some common questions you may want to keep in mind.

### What is CCTV?

Closed-circuit television (CCTV), also known as video surveillance, is the use of video cameras to privately transmit a signal to a specific place such as a monitor, computer or phone often for recording purposes. Homeowners generally use CCTV to record their property as a deterrent method for would-be burglars or vandals. If an incident has taken place, CCTV footage may be able to assist the Police in an investigation. CCTV should not replace other security precautions such as removing valuables from cars, locking away bikes and tools, or securing garages, sheds, vehicles, doors, or windows.

### What am I able to legally record with my CCTV?

You can record anything on your private property, with some exceptions. The first thing to consider if you're thinking about installing CCTV is what information do you want to collect, and why do you want to collect it. You can view the CCTV guidelines on the Privacy Commissioner website <http://www.privacy.org.nz/ask>

If you are a landlord who is renting the property you must disclose and receive consent if you are using CCTV and cannot do so where individuals would expect reasonable privacy (i.e. bedrooms and bathrooms). If you are going to use CCTV, it is important that you have a clearly defined purpose for collecting this information, as you should only collect information if you need it. Generally, you will also need to make sure that people who may be filmed will know that they are being filmed, and why. The most effective way to carry this out is by putting up a sign.

### Is my neighbour allowed to film our property with a security camera?

While it is certainly not polite or neighbourly to film across a fence, the actions of a neighbour acting in their personal capacity will generally not be covered by the [Privacy Act](#). When filming a neighbour, there are other laws that could apply. Did you know it is against the law to make covert intimate recordings of people without their consent or knowledge and to publish them? If you are sunbathing semi-naked in your own backyard surrounded on all sides by a three-metre-high fence, you would have an expectation that you won't be spied on. This is set out in sections [216G to 216J of the Crimes Act 1961](#).

### Where can I install CCTV?

[What do you need to do if you're using CCTV, or planning on installing CCTV?](#) Cameras should not be directed into a space where there is an expectation of privacy. If part of your CCTV footage captures a neighbour's property, ensure that it only includes publicly visible areas from the road. You cannot mount a privately owned camera on a public asset (e.g. street light). If residents wanted to install a camera on a public street or verge you would need permission from your local council but the actual establishment and funding of the camera would be the onus of the residents.





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### Community Cam

If you decided to put up a camera and for those neighbours that might already have cameras in their homes, we have a wonderful tool called [Community Cam](#). Community Cam is a voluntary, not for profit community initiative where people can register a property with CCTV, and upload CCTV footage, to help solve crime in their neighbourhood. When a crime is committed, the NZ Police can refer to Community Cam to quickly identify CCTV locations of registered users in and around the scene of the crime. This then allows the police to contact you to help with an investigation. Your details are confidential and secure. Only the NZ Police can see your information and, if you choose to upload your CCTV footage, the footage is password-protected for your security. Community Cam just lets them know who owns a CCTV system to save valuable time door-knocking. Let's work together to help solve crime. For more information please see the How it Works page <https://www.communitycam.co.nz/>

### CCTV Street Sign

Neighbourhood Support also offers an A3 sized (297mm W x 420mm H) "Cameras Operating" street sign to purchase. They are printed on high quality 4mm white aluminium composite material (ACM) with 6 drilled mounting holes for easy installation. They also come with a 15-year paint warranty and a UV resistant anti-graffiti laminate to ensure they remain legible for years to come. If you would like to order one or more please email [admin@neighbourhoodsupport.co.nz](mailto:admin@neighbourhoodsupport.co.nz)

### What do I do if someone is in direct breach of privacy laws with their CCTV?

If you are concerned about a neighbour's use of CCTV we recommend speaking with them directly first. If you feel there has been a breach, you can lodge a complaint with the Privacy Commissioner. The Privacy Commissioner investigates the complaint and undertakes a process of conciliation. If the complaint cannot be settled, it may be referred to the Human Rights Review Tribunal. If the Tribunal finds there has been a breach, it may award a range of remedies including damages and restraining orders. If objectionable material has been recorded and/or shared or promoted, Police will need to get involved.

### Here's a quick summary:

#### Things to do:

- Talk to your neighbours before setting up a camera.
- Put up signs telling people that cameras are in place.
- Show your neighbours footage of them if they ask for it.
- Consider other security measures, such as lights and alarms.
- Think before uploading footage to the internet.
- Give your footage to Police if you suspect an offence has taken place.

#### Things to avoid:

- Don't be creepy!
- Don't point a security camera directly at a neighbour's property, doors or windows.
- Don't record activities that would otherwise be private.
- Don't hold onto camera footage for longer than necessary.
- Don't share footage of your neighbours on their property.
- Don't over-record by recording all the time or from every angle.

