

From: [Official Information](#)
To: [REDACTED]
Cc: [Official Information](#)
Subject: Final response - LGOIMA 434521 - [REDACTED] - CCTV Hillcrest Park Camera
Date: Thursday, 24 October 2024 8:53:56 am
Attachments: [image001.png](#)
[image002.jpg](#)
[image003.jpg](#)

Kia ora,

We refer to your information request below. Hamilton City Council provides the following response.

Your request:

** the camera was installed by the Parks team without consultation of City Safe*
** the camera was monitoring and installed by an Auckland company*
** there was no public consultation relating to the installation of the camera*
** the camera pole has 3 cameras... one facing the toilets, one facing the park, and one facing the park*
** confirmation of whether audio is being recorded or not needs to be done by the council*
** the customer service team were not aware of this camera*
I request a full investigation by the council on this matter and these points added to my complaint.
Please also ask the question why the parks dept within the council are allowed with any consultation to install a camera that can record public without the knowledge of wider council depts especially city safe...
This isn't right at all. I request for the details of the council privacy officer.

Our response:

Thank you for your email and enquiry regarding the temporary cameras installed at Hillcrest Park. As we understand you have had some correspondence around these matters from our staff however, we would like to address all of your concerns in one email.

Interaction with Regulatory Team

Firstly, I'd like to apologise if you felt your call with from our Regulatory team was not to an acceptable standard. We have addressed this with the staff member, and I can assure you that there was no expectation for you to call an external company (Allied Security) but suggested you call noise control who would likely send a request to our contracted company Allied Security to investigate. I can advise however that staff have called the camera supplier to notify them of the alarm sounding on the cameras.

Antenno Feedback

Your feedback on the Antenno app has also been noted and we are looking at a response via the app feature as part of future upgrades. Until then the Customer team will continue to respond to requests via email providing the relevant case numbers as they have in this matter.

Hillcrest Park Cameras

Our Parks and Recreation team have taken the opportunity to trial some mobile, monitored

cameras in Hilcrest Park in response to ongoing and costly vandalism of toilets in the park.

These cameras are also an effective tool in helping maintain the safety of the public. The trial has been undertaken on advice from City Safe Unit staff and the uniqueness of this trial is that it involved the use of robust but mobile CCTV towers that did not require permanent installation and could be repurposed across the city to meet changing demand.

Other departments are interested in how this technology could help us reduce the costs and effects of other nuisance behaviour such as illegal dumping and illegal street racing. Prior to engaging with the supplier for the trial, staff did a scan for other companies who could offer the wireless, monitored service. There were no local companies that were found.

Privacy has been a key consideration in the decision to deploy this technology and in the placement and direction the cameras faced the kindergarten who are a lessee on the park was also consulted with prior to the trial. Wider consultation is not required. The cameras operate on a motion sensor, so only activate when there is movement. The camera does not capture activity taking place within the toilets, nor does it capture audio material. Footage is monitored by a trained camera operator and footage is supplied directly to the NZ police if it contains potentially illegal behaviour. Footage also can be requested through an official information request this goes through legal review so to not breach any privacy, this means footage can be redacted or the footage doesn't contain private information. Staff are provided a report describing what was observed, and file numbers to enable us to follow up with the Police but not footage.

I do agree that Council departments such as the Customer Services team could have been advised of the trial so as to advise customers of the correct information upon request. We will ensure this is part of any future process going forward.

All departments who manage CCTV/cameras across the organisation are all able to provide details regarding camera whereabouts and the surveillance underway at their sites. The Customer team are able to request this detail for customers at any time should it be required.

Privacy Officer Details

You can read our Privacy statement here: <https://hamilton.govt.nz/privacy-policy/> this covers our privacy around CCTV camera place around the city. If you have any Privacy enquiries for Hamilton City Council, you can send them to officialinformation@hcc.govt.nz and someone in our legal team will review and respond as soon as possible.

You have the right to make complaint to the Privacy Commissioner, you can call 0800 803 909 or email to enquiries@privacy.org.nz

Ombudsman details

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Ngaa mihi

Keeley Faulkner

Official Information Advisor & Legal Support Officer

Legal services

Governance & Assurance Team | Partnerships, communication & Maaori

Email: officialinformation@hcc.govt.nz



Hamilton City Council | Private Bag 3010 | Hamilton 3240 | www.hamilton.govt.nz



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I support flexibility at work. While it suits me to send this email now, I don't expect a response outside of your own working hours.

From: [REDACTED]
Sent: Tuesday, October 15, 2024 11:41 AM
To: [REDACTED]
Subject: Re: AR2410147194 / CRM 433779/2024

Please also ask the question why the parks dept within the council are allowed with any consultation to install a camera that can record public without the knowledge of wider council depts especially city safe...

This isn't right at all. I request for the details of the council privacy officer.

[REDACTED]

On Tue, 15 Oct 2024, 11:29 am [REDACTED] > wrote:

As discussed and advised to me:

- * the camera was installed by the Parks team without consultation of City Safe
- * the camera was monitoring and installed by an Auckland company
- * there was no public consultation relating to the installation of the camera
- * the camera pole has 3 cameras... one facing the toilets, one facing the park, and one facing the park
- * confirmation of whether audio is being recorded or not needs to be done by the council
- * the customer service team were not aware of this camera

I request a full investigation by the council on this matter and these points added to my complaint.

[REDACTED]