

Use of Cameras, Camera Phones & Video Recording Devices Policy

When to use

Use this procedure to protect the safety and privacy of customers and staff when in our facility.

Responsibility

- All Facility staff

Policy

Under the Privacy Act 1993, you must not film or take photos of people if they are in a place where they can expect privacy (such as a public changing area or toilet) and that person:

- Is naked, in underclothes, showering, toileting etc
- Is unaware of being filmed or photographed, or
- Has not consented to be filmed or photographed.

You should not take photos of people if:

- They are in a place where they would expect reasonable privacy and publication would be highly offensive to an objective and reasonable person
- It has potential to stop other people's use and enjoyment of the same place, or
- You have no legitimate reason for taking the film or photos.

For these reasons the below guidelines have been developed;

Filming and photography by facility staff

Permission must be granted by the Operations Manager for camera usage by staff for any purpose. Permission will only be granted if all people featured are aware they are being photographed or filmed and for what purpose. Permission must be given from all persons being filmed or photographed for the purposes of being used in newspapers, flyers or promotional material regarding an event or other facility marketing. Written permission must be obtained from the Operations Manager for close-up photographs of children.

Written permission must be obtained by the Operations Manager from customers for television advertisements or marketing material.

Filming and photography by the general public

Permission must be granted by the operations staff for all camera usage by the public for personal records and if any staff member sees a camera being used, it is their duty to ask if permission has been given. This policy has been established to protect our staff and patron's privacy. Wellington City Council has a responsibility to protect all who visit or work in our facilities and will support our staff if in seeing that these standards are upheld.

People wishing to take photos or film within the facility must ensure permission is given by all people being filmed or photographed. Photographers must comply with all aspects of the Privacy Act 1993.

Duty Managers are responsible to ensure all people included in photos or videos are consenting participants in any photos or filming. If the customer is under 16 years of age, a parent or legal guardian must give authority to the photographer for use of the image.

Cameras, camera phones and recording devices in changing areas

The use of any device with the ability to photograph or record video with any changing area within a WCC facility is strictly prohibited.

This is a breach of the Privacy Act 1993 and anyone who appears to be in breach of this will be asked to put their device away immediately. Failure to comply with this simple instruction will result in the Police being contacted and the person being suitably removed from the premises.

It is the duty of our staff to enforce this policy and we will take any matters of this nature seriously.

Filming or photographing by commercial operators

Permission must be granted from the Operations Manager for all commercial operators wishing to photograph or film within any WCC pool facility. Written permission must be obtained from the customer physically or via email within 24 hours of the suggested time.