



ONSEN

HOT POOLS & DAY SPA

CCTV Policy

Last reviewed: June 2025

Purpose

Onsen Hot Pools aims to provide a safe and secure environment to protect its employees and customers. Closed Circuit Television (CCTV) Cameras are installed and operated for one or more of the following purposes:

- Facilitate employee and public safety
- Improve security and deter criminal activity without or outside the premises
- Protect the employers' fitting/fixtures and assets
- Monitor trespass or unauthorised access to the premises
- Monitor compliance with the employer's house rules, company policies and workplace procedures.
- Capture information that could be used to investigate crime, a health and safety matter, employee, or customer incident and/or misconduct.
- The CCTV may also be used for ancillary purposed such as resource allocation and management

These objectives align with Principle 1 of the Privacy Act 1993, which states personal information shall not be collected unless:

1. The information is collected for a lawful purpose connected with a function or activity of the agency; and
2. The collection of the information is necessary for that purpose.

Scope

This policy applies to all employees, contractors, customers, and general public, who may be on or near the employer's premises. This policy applies to non-convert CCTV operating on or around the employer's premises.

Policy

1. The system may include, but is not limited to, a range of dome CCTV cameras.
2. Cameras will be located at various places at the facilities, premises, and areas, and may be relocated from time to time. CCTV may cover (but is not limited to):
3. CCTV cameras are currently located in the following areas:
 - a. Reception
 - b. Downstairs corridor by Pool 6
 - c. Downstairs corridor by Pool 9
 - d. Downstairs corridor by Pool 10
 - e. Runner's station
 - f. Car park
 - g. Top of the stairs by the service entrance
 - h. Main walkway/stairs to facilities
4. Employees will be notified if any cameras are relocated during their employment.
5. Cameras will record video; The reception camera is video and audio.
6. Signage advising of CCTV equipment will be installed at entry point to the premises and close to the cameras where practicable. A list of CCTV operated areas provided to employees during their induction.



7. Any employees' incidents or misconduct detected by CCTV will be handled in accordance with the employer's house rules, company policies, workplace procedures, code of conduct or employee's individual employment agreement.
8. Any criminal activity recorded on CCTV will be handled in accordance with employer's house rules, company policies, workplace procedures, code of conduct or employee's individual employment agreement and in accordance with the requirements of a criminal investigation.
9. The placement of any CCTV equipment will not be unreasonably intrude on the privacy of individuals.
10. All cameras may operate 24 hours 7 days a week.
11. User access

Full System Access to all CCTV camera features and programming	The Computer Professor and Maintenance Manager
Full system access to all CCTV camera features and programming for maintenance purposes	The Computer Professor and Maintenance Manager
Live view and playback (no export)	Maintenance Manager, Operations Manager.
Live View only	Maintenance Manager, Operations Service Manager.

12. CCTV footage storage

- a. CCTV footage is stored on a Synology NAS with the NVR software package installed. It requires a username and password to access the stored footage.
- b. Access to the server is restricted to the authorised persons listed in clause 11.
- c. The recordings are overwritten, as the storage space gets full, it deletes the older footage as needed for new recordings.

13. CCTV information access and the Police

- a. At the employer's sole discretion, a copy of footage may be given to the Police where any criminal activity is suspected or where requested in accordance with Police procedure.

14. CCTV information access by individuals

- a. Recorded footage is confidential to the employer. All requests to view footage relating to individuals will be referred to the employer's Privacy Officer for consideration.

- b. At the Privacy Officer's discretion, they may approve persons or entities that data may be disclosed to.
- c. A request by the public to view footage that contains information relating to other individuals must be in writing and will be dealt with as either:
 - i. a matter to be referred to the Police or
 - ii. where the footage requested for viewing only shows the individual who has made the request, the request will be dealt with in accordance to the Privacy Act 1993.
- d. Any request to view footage may be limited by the need to protect other persons' privacy. If a request to view the footage is unable to be granted without unreasonably breaching others' privacy, a written description may be provided by the employer of what they are doing in the footage.

15. Complaints

- a. Any complaints about CCTV is to be forwarded in writing to the Privacy Officer.

Policy Review

The review time frame of this policy will be annually.