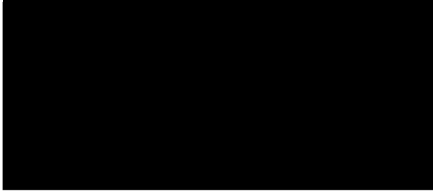


4 June 2019



**Auckland DHB**  
**Chief Executive's Office**  
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PO Box 92189  
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Auckland 1142  
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**Re Official Information Request – Surveillance Footage**

I refer to your email dated 6 May 2019 requesting the following information under the Official Information Act from Auckland DHB:

**CCTV Surveillance footage from emergency department entrance**

The emergency department entrance is covered by CCTV, and thus any footage will capture the arrival and departure of dozens, if not hundreds, of individuals presenting for health services during any day. This raises privacy issues, as noted in Auckland DHB's Security Closed Circuit Television (CCTV) System Policy:

*4. Privacy: CCTV systems in places which are accessible to the public trigger legal and ethical considerations that need to be taken into account. Privacy concerns are around the use of CCTV cameras in real time, plus the use, access, disclosure, storage and retention of collected video images.*

*5. Legislation: The Auckland DHB wishes to comply with the legislation applicable to the operation and management of its CCTV System, principally the Privacy Act 1993, which safeguards the privacy of individuals. The Office of the Privacy Commissioner has provided an interpretation of the Privacy Act for the purposes of CCTV, in its Privacy and CCTV Guide 2009.*

You have received a copy of this policy, but have declined to submit your request in accordance with the procedure set out in the policy, reiterating that your request is to be treated as one made under the Official Information Act. Auckland DHB has determined to withhold the information you seek, in order to protect the privacy of natural persons – the patients – s9(2)(a) Official Information Act.

You are entitled to seek a review of this response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Auckland DHB website after your receipt of this response.

Yours faithfully

  
Ailsa Claire, OBE  
Chief Executive