



National Headquarters
Fire and Emergency New Zealand
National Headquarters
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Wellington 6011

Phone +64 4 496 3600

10 July 2023

By email: [REDACTED]

Tēnā koe [REDACTED]

Information Request – Fire and Emergency dashcam policy

I refer to your official information request dated 12 June 2023 asking for the following information.

- “a. Copies of any policies or instructions FENZ has distributed regarding on-board cameras ('dashcams') operating on its fleet, or any draft policies FENZ has created but not distributed,*
- b. The details (make/model) of any cameras that are currently in use, including any self-installed at a brigade level.*
- c. Any storage and data retention policies FENZ has in place regarding footage or still images taken incidents, or in the course of FENZ duties,*
- d. Copies of any internal discussion or research that has been undertaken on video recording devices, either for staff or for vehicles,*
- e. Details of the training that has been made available for FENZ staff and volunteers on recording at incidents, training, and the related privacy policies,*
- f. Details of how FENZ staff and volunteers are instructed to store footage or still images they capture in the course of their duties,*
- g. Detail on whether any disciplinary action has been taken (or is underway) in Region 4 (Te Ihu) regarding the taking of, storage of, or deletion of footage at incidents.”*

In accordance with the provisions of the Official Information Act 1982 (OIA), please find a response to your request below.

a. Copies of any policies or instructions FENZ has distributed regarding on-board cameras ('dashcams') operating on its fleet, or any draft policies FENZ has created but not distributed,

Please find *enclosed* the following two documents which fall within scope of this aspect of your request.

- A document titled *“Region 4 Surveillance Camera Procedure”* which was created in 2019. It is a procedural document detailing how to request, use, and store footage taken by

surveillance cameras used by Fire and Emergency employees in the Te Ihu region. However, while Fire and Emergency holds this document and it falls in scope of your request, we are advised it was never enacted and will be rescinded as well as removed from the Fire and Emergency intranet. Please note the document refers to “3 Go-Pro cameras” which our current staff in Te Ihu do not recall ever having received.

- A document titled “*Region 4 Surveillance Camera Policy*” which is another procedural document detailing similar guidance. This document was created by the New Zealand Fire Service prior to the inception of Fire and Emergency New Zealand in 2017. The procedures contained in this document are not currently enacted.
- A “*Use of Fire and Emergency vehicles agreement*” form, which all Fire and Emergency and authorised non-Fire and Emergency drivers of Fire and Emergency support vehicles must read and sign. This agreement requires that any modifications or accessories added to a vehicle be approved by the National Manager Fleet. Dashcams fall into the category of accessory and modification and one has been approved by the National Manager Fleet to date (detailed below).
- An Appliance maintenance policy, which states that no modifications are to be made to Fire and Emergency appliances without approval from the National Manager Fleet or delegated personnel. As above, we consider dashcams modifications and none have been approved by the National Manager Fleet to date.

We otherwise have no policies or instructions drafted or distributed regarding on-board cameras operating on our fleet.

b. The details (make/model) of any cameras that are currently in use, including any self-installed at a brigade level.

Fire and Emergency has recently purchased one dash cam, a Navman MiVUE 1000 SENSOR XL. The purpose of this was to check a vehicle for a reported intermittent fault. Apart from this occasion, Fire and Emergency has not instructed the installation or supplied any dash cameras to any stations or brigades.

Some brigades or drivers may have sourced and fitted their own dash cams, but the Fire and Emergency fleet team does not have any formal record of the use or details of them.

Given we have no records of dashcams being used by brigades, finding out whether there are any self-installed dashcams at the brigade level as well as their make and model would require us to go to all individual brigades to ask for this information. Doing so would impose a substantial administrative burden on our operations. If you would like the details of self-installed dashcams at a specific brigade or district, please make a further request for that information.

We have found minutes referring to the purchase and use of dashcams in one district. We are not aware of the make and model of the dashcams, but we understand that they are no longer in use. More detail is provided under our response to your question d.

c. Any storage and data retention policies FENZ has in place regarding footage or still images taken incidents, or in the course of FENZ duties

According to our media policy, we can only distribute photographs and videos of incidents attended if the Officer in Charge has approved it for use, and it can only be used within Fire and Emergency. For example, it may be approved for use as:

- Training materials, authorised by the People and Workforce Capability Directorate (Training)
- Formal guidance issued by the Service Delivery Branch
- Fire and Emergency reports

We have a privacy policy for when such footage or images are personal information. “Personal information” means any information about an identifiable individual. Personnel are responsible for ensuring the collection, use, disclosure, and storage of any personal information complies with the information privacy principles (IPPs) in the Privacy Act 2020.

Therefore, any footage or images taken in such situations that count as personal information would also be subject to our privacy policy. For example, if videos or photos are taken of another person. Personal information could not be approved for use in the above ways without prior authorisation from that individual. Find *enclosed* a copy of our media and privacy policies for your information.

d. Copies of any internal discussion or research that has been undertaken on video recording devices, either for staff or for vehicles,

Please find *enclosed* the following five documents we have identified as being internal discussion of video recording devices:

- Minutes from the West Coast District Tactical Meetings held on 26 April 2023 and 12 June 2023
- Minutes from the West Coast District Volunteer Support Meetings held on 8 May 2023, 15 May 2023, and 29 May 2023

Information from the minutes has been withheld as it is not in scope of your request. These documents state that dashcams have been purchased, made available, and fitted by individuals. However, we are advised that all dashcams in the district have subsequently been disengaged and no new installations are going to be completed, as the Region Manager had not, and does not, approve of their use. As above, the Fire and Emergency fleet team held no central record of the procurement or use of these dashcams.

The Fire Emergency Commanders Association have also proposed that vehicles driven by their members are fitted with dash cams, and this is an open item in current employment contract negotiations. Beyond them appearing as an item in these negotiations, it has not led to any discussion or research about these devices, either for staff or for vehicles. We do not hold any further discussion or research on video recording devices.

Please note we did not do a nationwide search for all mentions of dashcams, down to brigades and individuals. While it possible that there is some discussion of dashcams at this level, investigating would impose a substantial administrative burden. Therefore, we only searched for any research or discussion happening at a national level and in the Te Ihu region, because this is where we found the obsolete dashcam policies and because you mention Te Ihu by name in your request. If you would like to make a more targeted request for discussion between more specific regions over a specific time frame, please make a further request for that information.

e. Details of the training that has been made available for FENZ staff and volunteers on recording at incidents, training, and the related privacy policies

We currently offer no specific training for staff and volunteers on recording at incidents or training. Therefore, this aspect of your request is refused under section 18(e) of the OIA, because the information does not exist. However, the related privacy policy is referred to above and enclosed.

f. Details of how FENZ staff and volunteers are instructed to store footage or still images they capture in the course of their duties,

There are no specific instructions given to Fire and Emergency staff or volunteers about storing footage or still images captured in the course of their duties. Therefore, this aspect of your request is refused under section 18(e) of the OIA, because the information does not exist. However, as above, staff and volunteers are required to handle such information in accordance with our media and privacy policies. These instructions are held on our intranet, which is accessible to all staff and volunteers.

g. Detail on whether any disciplinary action has been taken (or is underway) in Region 4 (Te Ihu) regarding the taking of, storage of, or deletion of footage at incidents.

No disciplinary action has been undertaken, or is underway by Fire and Emergency in Te Ihu, regarding the taking, storage, or deletion of footage at incidents or in the course of our other duties. Therefore, this aspect of your request is refused under section 18(e) of the OIA, because the information does not exist.

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.

Nāku noa nā



Julia McCook-Weir
Manager, Information Requests

encl





West Coast District Tactical Meeting Minutes 26 April 2023

Present –Myles Taylor, Atila de Oliveira, Aleisha Jellyman, Jason Prendergast, Hugh Trembath, Crawford Morris (VC) and John Ross (VC)

Apologies – Trevor O’Dea, Sam Bugler, Jordan Lineham and Zak Neale

Out of Scope

- Dash Cameras for VSO’s

- All VSO’s would like dash cams. These are to plug in not installed.

Out of Scope



Out of Scope



Present – Atila de Oliveira, Jason Prendergast, Hugh Trembath, Aleisha Jellyman and Crawford Morris (VC)

Apologies – Trevor O’Dea

Out of Scope

- Out of Scope

- All VSO's to get a plug in dashcam. Out of Scope

Out of Scope

Released under the Official Information Act 1982



Out of Scope

Released under the Official Information Act 1982



Present – Trevor O’Dea, Atila de Oliveira, Jason Prendergast, Hugh Trembath and Aleisha Jellyman

Apologies – Crawford Morris

Out of Scope

- Dash Cameras

- Atila is ordering these, he will also write and agreement of use.

Out of Scope

Released under the Official Information Act 1982



Out of Scope

Released under the Official Information Act 1982



West Coast District Volunteer Support Meeting Minutes 29 May 2023

Present – Trevor O’Dea, Atila de Oliveira and Jason Prendergast.

Apologies – Crawford Morris, Hugh Trembath and Aleisha Jellyman

Out of Scope

- | | | |
|--|--|--------------------------------------|
| | <ul style="list-style-type: none">• Dashcams | -In Greymouth ready for use by VSO’s |
|--|--|--------------------------------------|

Out of Scope

Released under the Official Information Act 1982



West Coast District Tactical Meeting Minutes 12 June 2023

Present –Atila de Oliveira, Trevor O’Dea, Sam Bugler, Jordan Lineham, Jason Prendergast, John Ross, Zak Neale Crawford Morris, Aleisha Jellyman and Ange Shields

Apologies – Myles Taylor, Hugh Trembath,

Out of Scope

- Dash Cams

- Jason has dash cam in ute. Hugh and Crawford’s ones are here and available.

Out of Scope

We Do the Right Thing
Kia Tika

We Serve & Support
Manaakitanga

We are Better Together
Whanaungatanga

We Strive to Improve
Auahatanga



West Coast District Tactical Meeting Minutes
12 June 2023

Out of Scope

We Do the Right Thing
Kia Tika

We Serve & Support
Manaakitanga

We are Better Together
Whanaungatanga

We Strive to Improve
Auahatanga

Introduction

When to use Fire and Emergency personnel will apply this policy to Fire and Emergency appliances. For the timetable of scheduled maintenance, see the Appliance maintenance summary and schedule (FL3-3 SC).

What to do Fire and Emergency appliance maintenance includes all the tasks outlined in the Appliance service checklist (FL7 FMh).

Key personnel and roles

Role	Responsibilities
National Manager Fleet	<ul style="list-style-type: none"> Ensuring maintenance is carried out as required by the related information documents Approving requests for modifications, including to fixtures and fittings
Region Managers	Ensuring all personnel are aware of and comply with the restrictions on modifications, including to fixtures and fittings

Restrictions

Restrictions on modifications No modifications are to be made to Fire and Emergency appliances (including fixtures and fittings) without approval from the National Manager Fleet or delegated personnel.

This restriction includes:

- adding or modifying fixtures and fittings
- adding equipment that requires:
 - securing in place
 - power supply

Examples of modifications that need prior approval include:

- adding or modifying a fixture that holds personal protective equipment such as helmets
- adding battery powered equipment that has a battery charger wired into the appliance's main wiring
- making any modifications to certified equipment such as an appliance seat, cab or chassis.

Related information

Policy

[FL1 POP Driving policy](#)

Forms and Tools

- [FL3-3 SC Appliance maintenance summary and schedule](#)
- [FL7 FMh Appliance service checklist](#)
- [FL7 FMi Type 3 MAN service checklist](#)

Document information

Owner	National Manager Fleet
Last reviewed	15 December 2017
Review period	Yearly

Record of amendments

Date	Brief description of amendment
Dec 2011	Reformatted and updated document. Changed code from FL1-4 to FL3-3 POP.
Oct 2012	Modifications - section added.
Feb 2015	New merged checklist added, reference to old forms removed.
Dec 2017	Clarifications added to modifications section (fixtures and fittings) and key roles and responsibilities.
1 June 2020	Updated to reflect organisation changes.

**SURVEILLANCE
CAMERA POLICY**

DATE: 22/12/15
VERSION: 1.0

Canterbury Area Surveillance Camera Policy

Introduction

In the Canterbury area there is a significant arson issue, specifically in the Waimakariri district where the New Zealand Fire Service has attended around 150 call outs since October 2014 to vegetation fires across an area concentrated around 5 volunteer brigades. Surveillance cameras have been made available to crews following large numbers of K12 calls in order to capture video footage that may assist the police in the apprehension of arsonists.

The New Zealand Fire Service (NZFS) embraces the use of proactive measures to drive down malicious fire setting.

**Policy Scope/
Purpose**

This policy has been developed to:

- Mitigate the risks associated with the deployment of surveillance cameras onto Fire appliances for the purpose of evidence gathering
- Ensure the use of the cameras is solely for the purpose for which they are intended
- Set out informational safeguards to prevent the misuse of information and protect the privacy of individuals.

This Policy does not in any way abrogate NZFS's obligations under the Privacy Act.

This policy applies to devices such as:

- NZFS GoPro cameras
- Any emerging imaging technology.

This policy does not apply to:

- Privately owned cameras collecting public images

Principles of Policy

- NZFS recognizes that it has a need to collect image data to carry out its business requirements
- Surveillance cameras are operated to provide protection and improve safety for individuals and to prevent crime
- Privacy of individuals will be protected in accordance with the Privacy Act 1993
- Imagery collected will only be used for the purpose for which it is intended. I.e. to assist the police in the reduction of arson events.

Strategic Alignment

Supporting the front line by optimising our processes and tools to help people do their job more effectively.

Risk Reduction; improve how we support communities to manage their risk

Policy Guidelines

Installation/Location requirements

- The location and placement of cameras will be determined by Principal Advisors Fire Risk Management.
- The placement of cameras will be notified by appropriate signage or verbal advice and will not interfere with operations.
- Cameras not owned by NZFS will not be used.

Recording and Operations

- The collection and use of images will be in line with process and quality system documentation including standard operating procedures.
- With permanent, semi-permanent and mobile camera installations, where images being recorded capture personally identifiable information, the public will be informed through signage that images are being collected.

Storage, security and Disposal

- Recorded footage will only be used for a purpose outlined in this policy or authorized by legislation.
- Recorded footage will only be stored if it was collected in accordance with the purpose authorised by this policy or by legislation.
- The storage of images will be on systems which have access limited to those with appropriate delegation.
- Images will be held for no longer than necessary.
- Some recordings and images may be retained for the purposes of resolving incidents or to assist in any legal proceedings.
- After the retention period has expired or the incident satisfactorily resolved, images and recordings will be permanently deleted.
- New Zealand Fire Service will meet its obligation under the Public Records Act 2005

Access and Release of Images

- Recorded footage will only be viewed by authorised personnel.
- Footage will be viewed in accordance with the purpose of the cameras as detailed above.
- Each time the footage is accessed it will be recorded in a log.
- Unauthorised personnel will not be able to obtain access to images.
- If in the course of any enquiry conducted by the police, formal request is made for any recorded footage, the footage may be released unaltered with the consent of the authorised person at the New Zealand fire Service. E.G. the privacy officer
- Individuals wishing to view footage must formally make a written request for consideration. This will be treated as an official information request and access will be determined based on whether other people's privacy is being infringed and ease of availability of recording.

- The footage of individuals not relevant to a request will be blurred or otherwise kept private if the software permits this, in the case that this is not possible a request may be declined. Where a request is declined a written description of what's in the footage may be provided.

Monitoring and Implementation

The Area Manager will monitor the implementation of this policy along with a six monthly audit to ensure compliance. Noncompliance with this policy will be dealt with via the NZFS disciplinary procedure.

The policy will be reviewed every 2 years or at the request of NZFS, in response to changed legislative and statutory requirements or in response to any issues that may arise

Public Enquiries and Complaints

Any enquiries or complaints should be directed to the Canterbury Area Manager in the first instance.

References

- Privacy Act 1993
- Public Records Act 2005
- Search and Surveillance Act 2012
- Privacy and CCTV; a guide to the Privacy Act for business, agencies and organisations (Office of the Privacy Commissioner - 2009)

Dated this 22nd Day of December 2015

9(2)a

David Berry
Area Commander – Canterbury
NZFS

Media

Introduction

When to use

This policy explains how media engagement works at Fire and Emergency New Zealand. It sets out the expected behaviours and rules which apply when you're working with the media and using social media. Apply this policy when you:

- receive a media enquiry
- liaise with media or participate in interviews - both at incidents and for other reasons
- want to release a media statement
- use social media.

Note: Don't use this policy when dealing with requests for information under the [Official Information Act 1982](#). See process: [Respond to request for information](#).

Purpose

Do not talk to media unless you are specifically delegated. The aim of this policy is to ensure personnel delegated to speak to media:

- know the lines of responsibility and accountability for media enquiries
- know to provide accurate, timely and nationally aligned information to the public and media
- maintain the public's high regard for New Zealand's firefighters and Fire and Emergency and not damage this by media comment or social media posts
- respect and protect people's privacy and adhere to our [Code of Behaviour](#), and [Standards of Conduct policy](#)
- maintain good relationships with the media and the public
- keep senior management informed about incidents which may attract media attention.

Who it applies to

This policy applies to all Fire and Emergency personnel. This includes employees, volunteers and contractors.

Contents

This policy contains the following content:

[When to engage with the Media Team](#)

[Media enquiries which are not about the basic facts of an incident](#)

[Working with the media at incidents](#)

[Personnel authorised to talk to the media](#)

[What you say is important](#)

[Serious and unusual incidents](#)

[Photographs and videos](#)

[Fire and Emergency social media accounts](#)

[Personal social media use](#)

[Definitions](#)

[Related information](#)

When to engage with the Media Team

Introduction	Fire and Emergency plays an increasing role in reducing risk and making communities safer by helping them build their resilience. Nationally, regionally and locally we engage, educate and promote risk reduction and community readiness and recovery. This includes proactive and reactive media engagement.
'No surprises'	The 'no surprises' rule means the Media Team need to hear about events or issues before they reach the media, rather than hearing about them from the media. This 'no surprises' rule also applies across Fire and Emergency. Follow the 'no surprises' rule with the Media Team – let them know about any community events you are organising which might be of national interest, or which might elicit media attention. If in doubt, ask the Media Team.
Approaches from media outlets	Consider any approach from a media outlet as an indicator – discussion with the Media Team is required. This also applies to any decision to pitch proactive stories to media outlets.
Fire season changes	The Media Team will support you to notify the public and media about fire season changes and relevant prohibition and restriction announcements. For more information, see Notify the public of a fire season status change . Once you've decided your district's fire season status needs to change, notify the Media Team by emailing media@fireandemergency.nz
Advice and media training	<p>The Media Team will provide advice and support for proactive and reactive media engagement at any time. They will also arrange media training where required.</p> <p>Contact the team at all hours</p> <p>media@fireandemergency.nz</p> <p>Media phone: 027 591 8837</p>

Media enquiries not about the basic facts of an incident

Direct the enquirer to the Media Team	<p>In the first instance, you must refer the reporter to the Media Team.</p> <p>Contact the team at all hours:</p> <ul style="list-style-type: none"> email: media@fireandemergency.nz media phone: 027 591 8837 <p>The Media Team will advise on the response and use the following table to determine the correct spokesperson.</p>
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Situation	Who is authorised to speak	What they can say
<p>Requests for comment about Fire and Emergency policy or issues.</p> <p>Note: Media requests need to be handled via the Media Team media@fireandemergency.nz</p>	The Chief Executive, the National Commander and other Deputy Chief Executives	<ul style="list-style-type: none"> Matters related to their specific area of responsibility, e.g. Service Delivery, Training, Finance, Property, Fleet, Equipment and Logistics, ICT, People Branch In conjunction with the Media Team, may respond to any media enquiry as needed.

	National Risk Reduction Team and National Community Readiness and Recovery Team	<ul style="list-style-type: none"> • Risk reduction, readiness and recovery matters of national significance.
	National Managers, Response Capability Manager or delegated spokespersons	<ul style="list-style-type: none"> • National operations policy issues • Operational matters of national significance • National policy issues related to the overall management of the Communications Centres.
	National Manager Kaupapa Māori	Any issues relevant to tangata whenua.

Working with the media at incidents

Incident information

Members of the media access basic incident information from Communication Centres (ComCens) from ComCen Grade 5 dispatchers and above (who will issue standard media reports only).

Members of the media and the public can access a basic summary of the last week of incident information on the Fire and Emergency website <https://fireandemergency.nz/incident-reports/>.

When required, ComCens seek Media Team support to manage media enquiries by notifying the media phone with a specific pager notification.

Incident Controllers can refer media to the Media Team to manage.

Contact the Media Team at all hours:

- media@fireandemergency.nz
- Media phone: 027 591 8837

Note: The Media Team can work remotely or be deployed for on-ground incident support

Important opportunity

It's important you respond to the media at an incident if you have delegated authority to do so. This could be an opportunity for you to provide public information in a major incident, as well as conveying our key safety messages about risk reduction and community readiness and recovery.

You can also refer media to the Media Team who will liaise with you. You should always consider engaging with Māori language media in te reo Māori. This also extends the reach of our messages to an at-risk demographic. Seek assistance from the National Manager Kaupapa Māori, Pou Takawaenga Māori (Māori Liaison Team) at PouTakawaengaMaori-MaoriLiaisonTeam@fireandemergency.nz or via the Media Team.

Contact the Media Team at all hours:

- media@fireandemergency.nz
- Media phone: 027 591 8837

Media training	Fire and Emergency will work to ensure all senior officers who are required to talk to media receive appropriate media training and support so they're comfortable responding to media enquiries. This includes senior officers required to speak at incidents, ComCen supervisors who talk regularly to media, District and Group managers and Community Readiness managers. We will media train delegated senior advisors and advisors where appropriate.
Other agencies at incidents	<p>You must only comment about the part of an incident Fire and Emergency is responsible for. When we attend an incident where another agency is the lead agency, such as providing assistance at a road crash or assisting with a medical emergency, the lead agency is responsible for media comment.</p> <p>Don't speak on behalf of ambulance or police even when Fire and Emergency is the lead agency. This includes describing any injuries or patients' conditions or saying anything further than confirming a fatality. This is especially important if the cause of the incident is suspicious – or is looking like it might be suspicious – as any comments might have an impact on a police investigation or coroner's inquiry.</p>
Media entering private property	You don't have the right to allow access to private property to anyone not connected to our fire response and suppression role. If the media ask to enter a property, the Fire and Emergency Officer in Charge must direct the media to contact the occupant or property owner for permission.
Safety of members of the media	<p>The Officer in Charge must ensure members of the media who have permission to enter the incident ground:</p> <ul style="list-style-type: none"> • are accompanied by Fire and Emergency personnel – the Media Team is qualified to enter wildfire incident grounds • wear personal protective equipment (PPE) appropriate for the risks. <p>Note: members of the media who don't have the appropriate protective clothing should be denied access to the site by the incident controller, or safety officer.</p>
Dress standard	If you're involved in television interviews or photographs for the media, ensure the uniform or PPE you're wearing is appropriate for the task you have been performing.
Media statement	<p>If you want to release a media statement, contact the Media Team. They are the only people authorised to put out media statements on behalf of Fire and Emergency.</p> <p>Contact the Media Team all hours:</p> <ul style="list-style-type: none"> • media@fireandemergency.nz • Media phone 027 591 8837. <p>Note: you should also contact the Media Team if you want to make an update on an incident on our social media.</p>

Personnel authorised to talk to the media

Who is authorised?

At incidents	Only one person from Fire and Emergency can be the media spokesperson at any incident ground. That person is the Officer in Charge/Incident Controller, or their delegated representative.
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About incidents

Personnel authorised to work with the media about incidents are:

- National Commander.
- ComCen Grade 5 Communicator and above (issuing standard media reports only)
- Incident Controller/Officer in Charge
- Media Liaison Officer/media spokesperson appointed by the Incident Controller/Officer in Charge
- Region manager/District manager/Group manager/Community Risk manager
- Fire investigators (post incident)
- Public Information Manager (in large multi-agency incidents)
- National Manager Kaupapa Māori or designate

Note: The Media Team works with media and supports delegated spokespeople.

The Media Team also supports ComCens when required to inform media about incidents (standard information only).

Situation	Who is authorised to speak	What they can say
<ul style="list-style-type: none"> • Routine incident such as a structure fire, vegetation fire or rescue event 	<ul style="list-style-type: none"> • Incident Controller/Officer in Charge/Controller or their media liaison/ComCen shift manager/Level 5 Communicator • Fire Investigator 	<ul style="list-style-type: none"> • Only comment on the part of the incident for which Fire and Emergency is responsible. • Give facts only. See What you can say in this document. • Refer all other enquiries to your District manager/ community risk manager.
	Chief Fire Officer/Controller/Officer in Charge	As above and, in addition, may respond to enquiries related to local operational issues related to Fire and Emergency as appropriate. Seek support from media@fireandemergency.nz
	District manager/Group manager/Community risk manager	As above and, in addition, may respond to enquiries related to: <ul style="list-style-type: none"> • District or local issues related to Fire and Emergency • national and strategic matters on which they've been authorised to comment.
	Region manager	As above and, in addition, may: <ul style="list-style-type: none"> • discuss regional operational issues • make specific comment on the injury or death of members of the public or Fire and Emergency personnel.

Situation	Who is authorised to speak	What they can say
<ul style="list-style-type: none"> Any escalating incident Serious or unusual incident including where there is: <ul style="list-style-type: none"> serious injury or death major cultural, business or other impact a possible suspicious cause of fire likely to be significant public or media interest. <p><i>Table continues over the page</i></p>	<ul style="list-style-type: none"> Incident Controller/Officer in Charge/Controller or their media liaison, ComCen shift manager/Level 5 Communicator Community Risk Manager 	<p>Facts only, as for a routine incident above.</p> <p>Note:</p> <ul style="list-style-type: none"> ensure the notification process for serious and unusual incidents is followed. as an incident escalates, the Officer in Charge may appoint a Media Liaison Officer/media spokesperson who is a Chief Fire Officer, Controller, District manager or Group manager or Public Information Officer to deal with media enquiries. any Service Delivery National manager can speak on a particular aspect. the Media Team may deploy members to the incident ground to support public information and media management. <p>Contact the Media team for assistance at any time 027 591 8837 media@fireandemergency.nz</p>
	District Manager/Group Manager/Community Risk Manager	<p>As above and, in addition, may discuss:</p> <ul style="list-style-type: none"> the outcome of the incident and what follow-up investigations and actions might take place District operational issues.
	Region manager	<p>As above and, in addition, may:</p> <ul style="list-style-type: none"> discuss regional operational issues make specific comment on the injury or death of members of the public or Fire and Emergency personnel.
	<ul style="list-style-type: none"> National Commander or other DCEs if it's in their area of responsibility Chief Executive National Manager Kaupapa Māori 	<p>In conjunction with the National Manager Communications and Engagement Directorate or Media Team, may respond to any media enquiry as needed.</p>

What you say is important

What you can say You can only provide facts during the incident, such as the:

- time of Fire and Emergency's attendance
- general locality – use the suburb, not the street to protect the privacy of the victims
- numbers of appliances and personnel involved
- type of incident (for example vegetation or structure fire)
- strategies Fire and Emergency is using to manage the incident or their part of the incident
- relevant risk reduction or public information messages - for example safety advice to protect the public from the impact of an incident, risk reduction advice. You can find examples in the [Firefighters' guide to the media](#). Always double-check your information is accurate.

What you can't say

You must not convey in words, photographs or video any of the following:

- Names, addresses or other information which may identify any individual without their prior written authorisation to specifically do so.
- Information about people involved in the incident or their condition.
- Speculation about the origin and cause of any incident, before the cause has been confirmed by either the Officer in Charge or the fire investigator and approved that it can be made public - use instead: 'the cause is being investigated by a fire investigator' or 'we are unable to comment on the cause of the fire'.
- Information on behalf of other agencies – e.g. police, ambulance – for example a person's injuries.
- Comment on any matter not directly related to the incident.
- Actual or implied criticism of Fire and Emergency, the Board, the Government or any organisation or individual.
- Comment which could damage the standing or reputation of your brigade or Fire and Emergency, for example criticising your brigade.
- Personal comments or opinions– your opinions about anything – facts only.
- Comment which could negatively impact perceptions of Fire and Emergency's political neutrality as a Crown entity.
- Endorsements of commercial companies', organisations' or individual's product or service, or allowing them to use our brand to promote themselves.

Note: If in doubt, contact the Media Team for advice

Contact the Media Team at all hours:

- media@fireandemergency.nz
- Media phone: 027 591 8837.

Manner

At all times, be aware you are representing Fire and Emergency. Use a professional tone and manner and treat all members of the media and public with courtesy. When media is present, you are always on the record. While you're free to express concern, where appropriate, in all cases your comments must be:

- factual and accurate
- sensitive at all times to the feelings of those concerned
- consistent with Fire and Emergency's key response and risk reduction messages.

Legal issues

You must:

- maintain the privacy of people involved in an incident
- not make statements that may hurt someone's reputation. Consider how your remarks could be misconstrued or misrepresented – if you're not sure of their accuracy, don't make them.

You should not say anything which could affect any possible court proceedings. This includes civil cases, such as between a property owner and an insurance company, or between one property owner and another affected by an incident as well as criminal cases.

Only say what is accurate and what you are prepared to see published in the media.

Note: If you have any doubts, contact the Media Team.

Contact the Media Team at all hours:

- media@fireandemergency.nz
- Media phone: 027 591 8837.

Topics to emphasise

When talking to the media about an incident you should emphasise any:

- risk reduction messages which are appropriate as a result of the incident – for example, promoting smoke alarms or community evacuation plans if you are sure of the facts and the cause of the fire – **Note:** don't comment if you only **think** there were no smoke alarms – as this needs to be factually accurate. Don't comment if the cause isn't confirmed by the Incident Controller/Officer in Charge or Fire Investigator
- assistance or actions by the public which reduced the hazard or assisted Fire and Emergency
- special efforts of our people during the incident in saving lives, controlling the fire or stabilising the situation.

Note: If you're not sure, contact the Media Team.

Contact the Media Team at all hours:

- media@fireandemergency.nz
- Media phone: 027 591 8837.

Serious and unusual incidents

Help in escalating incidents

During an incident, the Officer in Charge may answer media inquiries, as described in this policy. If there is subsequent media interest, you must ensure your Region manager is informed.

If the incident escalates in scale or complexity - to Level 3 or above - or the Officer in Charge needs assistance in handling media enquiries, they may appoint a senior uniformed officer to act as the Media Liaison Officer/media spokesperson. This person must be a Chief Fire Officer, Controller, District manager, Group manager, or Community Risk manager.

The Manager, Media may also decide to instruct media team members to support the management of all media enquiries on behalf of the spokesperson or deploy a team member to the incident site to manage media or carry out Public Information Management.

Media Team members will liaise with regional personnel and with other agencies involved in the incident, such as local Civil Defence, the local District Health Board and Police, regarding public information and media.

Note: If you need help managing media enquiries, contact the Media Team.

Contact the Media Team at all hours:

- media@fireandemergency.nz
- Media phone: 027 591 8837.

Large-scale incidents and IMT

The Officer in Charge may also stand up an Incident Management Team (IMT) and appoint a Public Information Manager (PIM) and a team including a media advisor to manage public information and media.

Photographs and videos

Restrictions on distributing photos and videos at incidents

You can only distribute photographs and videos of incidents you're attending if the Officer in Charge has approved it for use within Fire and Emergency such as:

- training materials authorised by the People and Workforce Capability Directorate (Training)
- formal guidance issued by the Service Delivery Branch
- Fire and Emergency reports

Note: Any photographs or video you take as part of a Fire and Emergency crew and/or as Fire and Emergency personnel at an incident belong to Fire and Emergency. Further details in the [Copyright Act 1994](#).

For privacy ([Privacy Act 2020](#)), reputational and ethical reasons, you cannot publish images from the incident such as photographs or videos of motor vehicle crashes or medical callouts – for example, posting a video of attending a motor vehicle crash on social media, whether it is your brigade or station social media or your own.

Posting photographs or videos

You don't need Fire and Emergency permission to post photographs or videos that were not taken at incidents, such as brigade training, attendance at public events, appliances, etc., provided they don't pose a risk to the standing or reputation of Fire and Emergency or otherwise breach our legal obligations (e.g. privacy).

Note: Remember – Fire and Emergency does not promote or endorse commercial companies and should not be seen to do so in any photographs or videos. Fire and Emergency as a Crown entity is politically impartial. Photographs or videos should not negatively impact perceptions of Fire and Emergency's political neutrality.

When taking photographs of your brigade or during public events as above, you should, where you can, make people aware you are taking photographs which might include them and give them the opportunity to say they don't want to be photographed, or have the photograph published. See [Authorisation release form](#).

Fire and Emergency social media accounts

Benefits and risks

Fire and Emergency uses social media for communicating information to and engaging with communities. Social media use must be considered, relevant, appropriate and consistent.

Objectives

The key objectives of using social media are to:

- further the reach of risk reduction and community readiness and recovery messages to reduce the incidence and consequence of incidents like fire
- provide public information during major incidents
- promote career and volunteer recruitment
- build relationships and engagement, and connect with communities
- enhance our reputation as approachable, responsive and trusted.

National social media accounts

The Media Team is responsible for the national Fire and Emergency social media accounts.

All other business unit social media accounts

Social Media Account	Who is responsible for it
Brigade social media accounts	Brigade Leader
District social media accounts	District manager
Other social media accounts	Relevant manager/National Communications and Engagement Team

Those responsible for a social media account must make sure the administrators of a Fire and Emergency social media account:

- understand and comply with this policy
- only post appropriate content
- monitor the accounts
- update the accounts regularly
- respond to or remove comments to comply with this policy
- comply with Media Team requests for modifying or deleting content.

Social media rules

Any brigade, station, District, Region, ComCen or other Fire and Emergency business unit on social media is posting on behalf of Fire and Emergency.

Anything you say or post represents Fire and Emergency. The accounts remain the property of Fire and Emergency at all times. This means:

- all accounts must be identified as belonging to Fire and Emergency and use authorised branding
- Districts, brigades and other Fire and Emergency social media accounts are responsible for administering their own social media accounts
- all Fire and Emergency social media pages are expected to promote risk reduction and community readiness and recovery messaging
- the Media Team has authorisation to access District social media pages to enable Public Information Management communications during major emergencies
- all administrators of Fire and Emergency social media pages must be members of the Fire and Emergency Social Media Admins Facebook group <https://www.facebook.com/groups/fenzsocialadmins/>
- you must seek written approval from the Media Team should you wish to create a new social media page (media@fireandemergency.nz).

Brand considerations

You must follow our Visual Identity Guidelines when using our logos and photography.

Only use official Fire and Emergency New Zealand branding or trademarks in your postings, identities, logon IDs or usernames if you have approval from the National Communications and Engagement Manager (delegated to the Media Team). This does not include where the logo appears in photographs, on approved uniform or signage. Contact media@fireandemergency.nz to get approval.

As a Crown entity, we are not permitted to endorse commercial brands:

- don't use our social pages for promoting businesses
- if a company or organisation has contributed to the brigade in some way, it is acceptable to use the page to discretely say 'thank you', but not to promote their products, services or brands
- we are not permitted to let a company use the Fire and Emergency brand in any way.

For questions about branding, contact media@fireandemergency.nz

For questions about using our logos, photography or corporate partnerships, contact identity@fireandemergency.nz

Posting about incidents on social media

For rules about what you can and can't post on social media about incidents, see [What you say is important.](#)

Note: You may be instructed by your manager or the Media Team to remove social media posts that contravene Fire and Emergency New Zealand's expectations. Should you unreasonably refuse to do so, or you otherwise breach Fire and Emergency's expectations, this could result in disciplinary action up to and including dismissal in respect of employees, or termination in respect of other personnel.

Publishing photos on social media

For rules about posting photos on social media, see [Photographs and videos](#).

You must not:

- disclose confidential or personal information
- say anything untrue, defamatory or misleading
- make statements that could be interpreted as sexual or racial harassment or bullying
- post items which could reflect negatively on Fire and Emergency, your brigade, or embarrass the organisation
- endorse commercial companies or political views
- use personal social media accounts and user IDs for Fire and Emergency matters
- use Fire and Emergency accounts for personal matters
- otherwise act contrary to your obligations to Fire and Emergency as outlined in the [Standards of Conduct policy](#) and the Rules of Association of your brigade, the [Code of Behaviour](#), and the [Policy to address bullying, harassment and victimisation](#)
- use the Fire and Emergency logo, emblem or any other official branding or trademarks (other than where the logo appears in photographs on approved uniform or signage), in your postings, identities, logon IDs or usernames without prior approval from the Media Team

For advice on the rules, contact the Media Team

Contact the Media Team at all hours:

- media@fireandemergency.nz
- Media phone: 027 591 8837

Note: These rules also apply when you are discussing Fire and Emergency in your personal capacity on non-Fire and Emergency social media. Any breaches of these expectations could result in disciplinary action up to and including dismissal in respect of employees, or termination in respect of other personnel.

Unacceptable content

The Media Team, as well as your manager, has the authority to direct you to remove or edit material which, in their opinion, poses an unacceptable risk to Fire and Emergency's reputation or is otherwise in breach of our policies and expectations.

If you see unacceptable content or information which may breach the [Harmful Digital Communications Act 2015](#) on a website, webpage or social media account which Fire and Emergency controls, you must report it to the Media Team as soon as is reasonably practicable at media@fireandemergency.nz.

If you receive a complaint about such information, you must report it to the Media Team as soon as is reasonably practicable at media@fireandemergency.nz.

Copyright

Copying text, video, sound or images that are subject to copyright not held by Fire and Emergency into your social media posts could breach copyright law. You should not reproduce such material on a Fire and Emergency social media account unless you know it does not breach copyright. Alternatively, you could consider reposting the content using the platform's method that retains it in its original form e.g. 'sharing' on Facebook or 'retweeting' on Twitter.

If you are unclear of your obligations and potential liabilities, please contact the Media Team in the first instance at media@fireandemergency.nz

Keeping records

[Government guidance](#) about retaining records apply to social media, including when posts are edited or removed. You must take a screenshot before you remove a post or comment and save it with your records. Facebook will record any changes you make to a post. You don't need to keep a record of spam or repeat entries.

Personal social media use

Identifying yourself

If you're discussing Fire and Emergency matters using your personal social media account, you must:

- identify yourself as a member of Fire and Emergency
- make it clear you are not authorised to speak on behalf of Fire and Emergency.

Disclaimer

You must use a disclaimer when you:

- refer to work done by Fire and Emergency
- comment on any Fire and Emergency-related emergency services issue.

This is the standard disclaimer:

"The views expressed in this post are mine and do not necessarily reflect the views of Fire and Emergency New Zealand."

Note: Using a disclaimer does not mean you're allowed to breach organisational policies.

Treat as public information

Anything published on social media is publicly available and can be shared or republished by other people and media.

Remember: Even if you're communicating through private messaging or just to your 'friends', you can't control how others may share the information.

Standards of conduct and expectations

Fire and Emergency is only interested in your personal social media use where it has the potential to:

- conflict with your obligations to the organisation
- damage the standing or reputation of the organisation or your brigade
- affect how you perform your duties.

All your interactions on social media are subject to Fire and Emergency's policies (including this policy), the [Standards of Conduct Policy](#) and the Rules of Association of your brigade. See also the [Code of Behaviour](#), and the [Policy to address bullying, harassment and victimisation](#).

Definitions

Blog

Short for 'web log', a blog is a web page which serves as a publicly accessible journal for a person or group. Entries are typically displayed in reverse chronological order, so the most recent post appears first, and often reflect the individual personality of the author.

Confidential information	Information gathered through your role at Fire and Emergency New Zealand, including: <ul style="list-style-type: none"> names and addresses or other contact information about anyone involved in an incident photos of victims of fire or accidents information which would identify people unpublished details about current projects, commercial activities, financial information, research, opinions, knowledge and facts about Fire and Emergency and its personnel and customers which has not been disclosed to the public.
Lead agency	The organisation with legislative or agreed authority for control of an incident.
Media	Electronic news media, radio, television and print media, i.e. newspapers and magazines.
Personal social media use	Any social media access which is not directly related to the business of Fire and Emergency or the duties or responsibilities of employees or volunteers.
Post	To publish a message in an online forum or newsgroup or a message published in an online forum or newsgroup.
Social media	Any online publication and commentary, including, but not limited to, social networking sites such as Facebook, Twitter, Instagram, Google+, LinkedIn, TikTok, Snapchat, Neighbourly, Flickr and YouTube, as well as blogs and wikis.
User ID	A unique sequence of characters used to identify a user and allow access to a shared computer programme, system, database, network or online account. It allows access when coupled with a password, which provides a minimal level of security. Also called username or account.
Wiki	A collaborative website which is made up of the collective work of many authors. Anyone can add, delete or revise content by using a web browser.

Related information

Topics

Refer to these Portal topics to help you apply and comply with this policy:

- [Media and social media](#)
- [Get approval to use Fire and Emergency New Zealand brand](#)
- [Respond to media at incidents](#)
- [Respond to media enquiry](#)
- [Respond to request for information](#)
- [Request additional access to ICT services and equipment](#)
- [Set up and use social media accounts](#)

Policies

- [Brand policy](#)
- [Fire investigation and reporting operation instruction \(P3\)](#)
- [ICT acceptable use](#)

- [Records management](#)
- [Standards of conduct](#)
- [Te reo Māori and other languages](#)

Procedures

- [S13 SOP-A COVID-19 Response to Managed Isolation and Quarantine \(MIQ\) facilities.](#)

Legislation

We must comply with legislation, including the following:

- [Official Information Act 1982](#)
- [Privacy Act 2020](#)
- [Public Records Act 2005](#)
- [Copyright Act 1994](#)
- [Defamation Act 1992](#)
- [Harmful Digital Communications Act 2015](#)

Document information

Owner	DCE Office of the Chief Executive
Steward	National Manager Communications and Engagement
Last reviewed	2 April 2022
Review period	Yearly or more frequently if required

Record of amendments

Date	Brief description of amendment
4 April 2022	Updates re: role of Media Team at incidents; OIA requests; media enquiries and releasing media statements; permissions for taking and publishing photographs; using social media accounts; responsibility for monitoring unacceptable content on social media; Standards and Code of conduct.
1 July 2019	Outdated organisational leadership job titles and branch names updated.
24 January 2017	This policy replaces the following policies and operational instructions: Media policy (POLCM1.1), Media at incidents policy (M1-1 POP), Media at incidents procedure (M1.1 SOP).
1 July 2017	This policy was amended as part of the implementation of the Fire and Emergency New Zealand Act 2017.

Privacy

Introduction

When to use

This policy sets out expectations for those that handle personal information so that Fire and Emergency New Zealand complies with the responsibilities set out in the [Privacy Act 2020](#). That is, we treat the personal information we hold lawfully, respectfully and with care. This purpose of this policy is also to ensure that privacy incidents and complaints are managed appropriately.

It is important to read this policy when managing any privacy incident or making a privacy complaint. (See [Managing privacy incidents](#) guidelines or [Making privacy complaints](#) guidelines.)

Note: You should read this policy in conjunction with the [Code of Behaviour](#).

Contents

This policy contains the following content:

[About this policy](#)

[Policy statements](#)

[Definitions](#)

[Related information](#)

About this policy

Purpose

This purpose of this policy is to set expectations for ensuring personal information that Fire and Emergency New Zealand collects and holds is not used for unauthorised purposes. It is also to ensure individuals are protected from any harm that could result from breaches of the Privacy Act 2020.

Who it applies to

We expect the following groups of people to comply with this policy:

- permanent and temporary employees
- casual employees
- volunteers
- contractors (individuals, employees of contractors, subcontractors, or persons affiliated with third parties)
- anyone working on behalf of Fire and Emergency (e.g. service providers).

In some cases, our providers will have their own privacy policy, however, when these providers are delivering services on our behalf, the requirements of this policy will apply instead.

Everyone has a duty to meet the [commitment](#) and [requirements](#) statements below.

Table of responsibilities

Individual and collective responsibilities are assigned in the following table:

Role	Responsibilities
Fire and Emergency Executive Leadership Team	<ul style="list-style-type: none"> Lead and model best practice behaviours to ensure privacy is core to all aspects of the culture within Fire and Emergency
Deputy Chief Executive, Office of the Chief Executive	<ul style="list-style-type: none"> Consider privacy matters escalated from the Privacy Officer to the Deputy Chief Executive, Office of the Executive If matters are not resolved, then escalate the matter to the Chief Executive for consideration
Privacy Officer	<ul style="list-style-type: none"> Work with relevant business units to ensure effective privacy risk management is fully embedded within the risk management activities of Fire and Emergency Ensure resource is available to support compliance activities with this policy and associated guidelines Ensure organisational controls are in place to support the implementation of this policy Develop and provide training and communications to raise awareness of this policy and build capability in good privacy practice Oversee privacy investigations and complaints Regularly report on privacy incidents, investigations and complaints Notify any notifiable privacy breaches to the Privacy Commissioner and the individuals affected
Legal Directorate	<ul style="list-style-type: none"> Provide legal advice in relation to compliance with the Privacy Act 2020 and associated codes and regulations Provide legal advice in relation to information sharing arrangements Assist with investigations and complaints involving privacy issues Prepare privacy impact assessments (as and when that is appropriate and necessary)
Information and Communications Technology Directorate	<ul style="list-style-type: none"> Ensure privacy has been appropriately considered before making or allowing technology changes Address privacy concerns within their capability and capacity
Managers and Supervisors at all levels and all locations	<ul style="list-style-type: none"> Identify privacy risk in own teams and ensure appropriate controls are in place Notify privacy incidents to own manager and the Privacy Officer Liaise with the Privacy Officer following all privacy incidents Ensure personnel are aware of their obligations regarding personal information and recognise the importance of their role in privacy Ensure new personnel complete privacy training as appropriate Model good privacy behaviour – take due care in managing and working with personal information Take steps as advised by the Privacy Officer (or the Legal Team on behalf of the Privacy Officer) following a privacy incident
All personnel (as described in Who it applies to above)	<ul style="list-style-type: none"> Treat information with care and respect Report all privacy incidents to a manager and the Privacy Officer Comply with this policy Understand and apply this policy and the Information Privacy Principles (IPPs) in their day-to-day work Refer to privacy guidance and seek advice from the Privacy Officer when needed Actively participate in privacy training

Policy statements

Our commitment	<p>At Fire and Emergency, we're committed to respecting the information we hold about other people and ensuring we treat it lawfully and with care.</p> <p>Everyone at Fire and Emergency deals with information in some way, including personal information about people, which can be sensitive, such as the identities of victims involved in emergency incidents. The communities we serve have a right to expect that we will respect their privacy and comply with our legal obligations</p>
Requirements	<p>As personnel of Fire and Emergency, we are responsible for ensuring the collection, use, disclosure and storage of any personal information complies with the IPPs in the Privacy Act 2020.</p> <p>There is further details below about the IPPs and there is also guidance available on the Office of the Privacy Commissioner's website at privacy.org.nz > Privacy Act 2020 > Privacy Act 2020 and the Privacy Principles.</p>
Minimising risk	<p>Fire and Emergency will consider the IPPs each time a system or process that collects, uses, discloses and/or stores personal information is reviewed, adapted or developed.</p> <p>The Privacy Officer must be engaged at the outset of any new initiative to determine whether a Privacy Impact Assessment (PIA) is required.</p>
Privacy incidents	<p>All privacy breaches and near misses (collectively known as privacy incidents) regarding unauthorised access to, correction of, use of or disclosure of personal information must be reported to the Privacy Officer.</p> <p>Privacy incidents will be managed according to Privacy incident process in the <i>Managing privacy incidents</i> guidelines. Under this process the Privacy Officer or the Legal Team will take steps to:</p> <ul style="list-style-type: none"> • contain the breach and perform an initial assessment (contain) • initiate an investigation, and evaluate the risks (evaluate) • remedy and respond (notify) • consider the cause and how to prevent it happening again (prevent). <p>The Privacy Officer will engage with and inform the Privacy Commissioner of notifiable privacy breaches when appropriate and required to by law.</p> <p>Privacy incidents will be recorded by the Privacy Officer and reported on regularly to Audit and Risk Committee of the Fire and Emergency New Zealand Board.</p>
Privacy complaints	<p>Privacy complaints will be assessed, investigated and responded to according to the process set out in the <i>Making privacy complaints</i> guidelines.</p> <p>The Privacy Officer will provide advice, assistance, and oversight in the management of privacy related complaints. Where the complaint is identified as a breach, the Privacy incident process set out in the <i>Managing privacy incidents</i> guidelines will also be followed.</p> <p>Privacy complaints will be recorded by the Privacy Officer and reported on regularly to the Audit and Risk Committee of the Fire and Emergency New Zealand Board.</p>

Good information privacy practice at Fire and Emergency

Introduction

The Privacy Act 2020 sets out the IPPs. The IPPs are the basis for good information privacy practices. If we follow these principles, it will mean that Fire and Emergency is acting lawfully in our collection, use, disclosure and storage of personal information.

Information Privacy Principles

The following table summarises the IPPs.

Note: For general information, see the Office of the Privacy Commissioner's guidance at privacy.org.nz > Privacy Act 2020 > [Privacy Act 2020 and the Privacy Principles](#).

IPP number	Principle
IPP 1	We only collect personal information if it's necessary for a purpose
IPP 2	We get personal information straight from the person
IPP 3	We explain to the person what we're going to do with the information
IPP 4	We collect personal information fairly and legally
IPP 5	We keep personal information safe and secure
IPP 6	We let the person see their information if they ask to see it
IPP 7	We correct personal information if we're asked to do so
IPP 8	We make sure personal information is accurate before it gets used
IPP 9	We dispose of personal information when no longer needed and lawful to do so
IPP 10	We use personal information only for the purpose it was collected
IPP 11	We disclose personal information only if there is good reason
IPP 12	We disclose personal information overseas only if there are appropriate safeguards
IPP 13	We only use unique identifiers where this is clearly allowed

Definitions

The following definition applies to this policy and all places where these terms are used in Fire and Emergency:

Personal information

Personal information means any information about an identifiable individual. The Privacy Act 2020 applies to all personal information collected and held by Fire and Emergency.

This includes information about people in our community, and information about Fire and Emergency employees and volunteers or individuals who provide services on behalf of the organisation.

Related information

Who to contact:

If you have questions about this policy or to make a privacy complaint, email the Privacy Officer at PrivacyOfficer@fireandemergency.nz

Policies

[Code of Behaviour](#)

[Standards of conduct](#)

Guidelines

[Managing privacy incidents](#)

[Making privacy complaints](#)

Legislation

[Privacy Act 2020](#)

References

[Privacy Act 2020 and the Privacy Principles](#)

Document information

Owner	DCE Office of the Chief Executive
Steward	Privacy Officer
Last reviewed	4 April 2022
Review period	Yearly

Record of amendments

Date	Brief description of amendment
April 2022	Initial version.



Region 4 Surveillance Camera Procedure

Introduction

This procedure is to be read in conjunction with the Region 4 Surveillance Camera Policy Date:
Version: 1.0

The Equipment

3 Go-Pro cameras, windscreen mounts and associated equipment is held by the Principal Advisor Fire Risk Management (PAFRM).

Requesting the surveillance cameras

In response to a specific need as defined within the policy document such as a high occurrence of suspicious fires within a location. The FRMO with the approval of the Area Commander requests the use of the camera from the PAFRM.

The location and placement of cameras on an appliance will be determined through discussion between the respective Area Commander, FRMO and PAFRM.

Surveillance Camera Positioning

The cameras are to be mounted using the windscreen mount to a position on the windscreen giving access to the camera by the Officer in Charge (OIC) yet not impeding the vision of the appliance driver. Signage stating "CCTV On Board" must also be mounted on the on the appliance so that the message can be seen by both members of the public and occupants of the appliance.

Surveillance Camera Use

- The cameras are only to be used for the incidents they have been authorised for; e.g. scrub fires, car fires or fires in a particular location.
- The circumstances surrounding their use will be fully discussed and their installation agreed to by the relevant Brigade personnel in control of them.
- Camera operation to be authorised by the OIC riding the appliance on a case by case basis.
- The cameras are only to be used en-route to the incident.
- The sound recording must be turned off.

- Cameras are turned off when entering private property.
- Under no circumstances is surveillance camera footage to be posted upon a social media forum or used for any purpose other than in line with the Surveillance Camera Policy or approved by the Region Manager Urban or Region Manager Rural.

Memory card Replacement

- When full, the memory card is only to be replaced by the VSO or FRMO. No spare cards are to be kept with the deployed units.
- The full cards are to be placed in an envelope, sealed, signed and delivered to the FRMO.
- Following a direct request from the police the memory card is to be retrieved by the FRMO placed in an envelope, sealed and signed until imagery can be downloaded.
- Under NO circumstances are non-authorised cards to be used in the cameras.

Storing and Access of Images

- Only VSO's, FRMO's and PAFRM's shall have access to the memory cards
- All imagery shall be downloaded at the earliest opportunity by the FRMO and stored on the "N" drive in the "CCTV Footage" folder.
- An entry shall be made in the log each time the folder is accessed.

Monitoring and Implementation

The PAFRM will monitor the implementation of this procedure along with a six monthly audit to ensure compliance. Noncompliance with this procedure will be dealt with via the FENZ disciplinary procedure.

The procedure will be reviewed every 2 years or at the request of FENZ, in response to changed legislative and statutory requirements or in response to any issues that may arise.

Public Enquiries and Complaints

Any enquiries or complaints regarding the use of this procedure should be directed to the respective Area Commander in the first instance and then onto the PAFRM if necessary.

.....
 Region Manager Urban
 Region 4
 Fire and Emergency New Zealand

.....
 Region Manager Rural
 Region 4
 Fire and Emergency New Zealand

Use of Fire and Emergency vehicles agreement

When to use

All Fire and Emergency New Zealand personnel and authorised non-Fire and Emergency drivers, (see explanation after the signature block), must read and sign this form to acknowledge acceptance of the operating requirements for Fire and Emergency contractual and tool of trade motor vehicles.

What to do

Read all the points below, then sign and date on the next page.

Requirement	Description
1. Insurance and registration	<p>Fire and Emergency:</p> <ul style="list-style-type: none"> insures and registers the motor vehicles at the time of purchase/lease accepts no liability for personal belongings in a Fire and Emergency motor vehicle.
2. Fuel card use	<p>A fuel card will be supplied for each Fire and Emergency motor vehicle. Requirements relating to this card are as follows:</p> <ul style="list-style-type: none"> mileage must be supplied to the petrol station whenever a fuel card transaction is undertaken the fuel card must only be used for purchasing fuel and oil, and only for the vehicle to which it has been allocated. <p>See <i>Fuel card policy (FL1-5 POPa)</i> for more details.</p> <p>Note: Fuel card usage will be audited.</p>
3. Security	<p>Motor vehicles must be locked when parked, and in no circumstances are keys to be left in unattended vehicles.</p>
4. Traffic offences, parking fines and speed camera fines	<p>Any such offences and fines are the responsibility of the offending driver. Fire and Emergency will accept no responsibility, financial or otherwise.</p>
5. Driving under the influence of intoxicating liquor and/or drugs	<p>If loss, damage and/or injury is caused whilst a Fire and Emergency vehicle is being driven by a member of our personnel (or any person permitted to use the vehicle by them) whilst under the influence of intoxicating liquor and/or drugs, we will not be responsible for any:</p> <ul style="list-style-type: none"> loss or damage liability compensation for damage and/or injury occurring during, or as a result of, such use. <p>The person to whom the vehicle is allocated is responsible for all costs and damages associated with any such actions.</p> <p>In addition, Fire and Emergency may withdraw a person's entitlement to a vehicle in the event that they, or any person permitted to use the vehicle by them, are convicted for operating a vehicle under the influence of intoxicating liquor and/or drugs.</p>
6. Accessories	<p>No accessories are to be added to the motor vehicle after purchase without the approval of the National Manager Fleet and potential adjustment to the salary sacrifice.</p>

Requirement	Description
7. Modifications	No modifications are allowed to motor vehicles without the approval of the National Manager Fleet.
8. Accidents	<p>All accidents must be reported as soon as possible. If a tool of trade or pool vehicle is damaged outside the realms of Fire and Emergency business, the employee may be liable to pay the excess under the insurance policy. This will be determined on a case by case basis.</p> <p>Note: Repeated accidents may result in access to Fire and Emergency vehicles being removed or restricted in the future.</p>
9. Fringe benefit tax	Drivers of contractual vehicles and drivers of tool of trade with limited private use vehicles are required to complete and submit a vehicle log sheet monthly in accordance with the procedure published on the Portal "Complete vehicle Log sheet" (https://portal.fireandemergency.nz/how-do-i/purchases-contracts-and-claims/complete-vehicle-log-sheet/)
10. Cellphones	While the vehicle is in motion, drivers may only use a cellphone if it is set up for hands-free operation. In no circumstance must a driver text or use any other cellphone function while the vehicle is moving
11. "Authorised non-Fire and Emergency drivers"	<p>An "authorised non-Fire and Emergency driver" is a person who:</p> <ul style="list-style-type: none"> • is the husband/wife/partner or child of the person assigned the contractual motor vehicle • is over 25 years of age, and • holds a current New Zealand driver's licence. <p>Note: Applies to contractual vehicles only.</p>
12. Vehicle care	Drivers must keep Fire and Emergency vehicles in a clean, neat and tidy condition.

Please fill out and sign

Vehicle details	Check one box to show the type of vehicle	
	Contractual (private use)	<input type="checkbox"/>
	Contractual (limited private use)	<input type="checkbox"/>
	Tool of trade – limited private use	<input type="checkbox"/>
	Tool of trade	<input type="checkbox"/>
Declaration	<p>To be signed by the person authorised to drive the contractual or tool of trade motor vehicle.</p> <p>Important: Your signature indicates your acceptance of these conditions.</p> <p>I, acknowledge that I:</p> <ul style="list-style-type: none"> • have read and agree to abide by these operating rules in relation to the use of a Fire and Emergency motor vehicle • have read and understood <i>Fire and Emergency Motor Vehicle policy (FL2-5 POP)</i>. <p>.....</p> <p>Signature _____ Date _____</p> <p>If you are an "authorised non-Fire and Emergency driver", indicate your relationship with the person to whom the contractual motor vehicle is allocated below:</p> <p>Husband, wife, or defacto or civil union partner <input type="checkbox"/> Child <input type="checkbox"/></p>	

Who to give the form to

Send signed forms to the National Manager Fleet for filing at NHQ.

Document information

Owner	National Manager Fleet
Last reviewed	14 June 2021
Review period	Every second year

Record of amendments

Date	Brief description of amendment
July 2017	Amended for Fire and Emergency transition.
14 June 2021	Amended to add parking and title changes