WORKSHEET 2.9

Cameras, the Spa, and the Line Security Must Not Cross

Subchapter 2.9 · case in the book: Budapest

Stand under each camera in your spa and wellness areas and look at the screen that shows its image. Ask what it records, who can watch it, from where, and for how long the images are kept. If the answer to any of these is «I would have to check», the camera is protecting your property with your guests' privacy as the price, and nobody has decided whether the price is acceptable.

This worksheet turns the tools of the subchapter into a form you can fill in. The texts come from the book; the empty columns are for your own property. Adapt it before use: an unadapted checklist is exactly what the book warns against.

Practical application: what to do in your property

Step (from the book)	Done?	What we found / owner
List every camera in spa and wellness areas, what it shows, why, for how long and to whom.		
Remove, re-aim or mask any camera that shows a place where guests undress, are treated or wash.		
Solve problems such as locker theft another way wherever possible.		
Assess the effect on guests before installing any camera near a sensitive area.		
Set the shortest retention that serves the purpose, and restrict viewing to named people after an incident.		
Switch on the record of viewing and export, and read it every month.		
Forbid photographing screens that show footage, and remove viewing from personal phones.		
Have contract security staff sign the hotel's confidentiality agreement and brief them on the spa.		

These steps are the book's method, not requirements of ISO/IEC 27001. Evidence can take whatever form suits the property; a separate document is needed only where an applicable requirement, or the property's own system, makes it necessary.

Verification Pact: what is believed, tested against the standard

What is commonly believed	What actually holds	Our position
«A camera is the quickest answer to theft.»	It is quick. In a spa it may also be the least proportionate, and other answers should be considered first.	
«The installer knows where to point it.»	The installer knows how to cover what he is asked to cover. What the camera must never show is a management decision.	

What is commonly believed	What actually holds	Our position
«The recorder's default retention is fine.»	Retention should be the shortest period that serves the purpose. Defaults are set for convenience, not for guests.	
«Security staff need to see every camera live.»	Access should follow need. Sensitive areas rarely need live viewing, and never by everybody on the monitor wall.	
«A sign at the entrance is enough.»	A sign tells guests. It does not decide placement, retention, access or whether the camera should be there at all.	

Common mistakes: a self-check

Mistake (from the book)	Present here?	Action / owner
Installing a camera as the first answer to a problem in a sensitive area.		
Leaving the field of view to the installer.		
Installing cameras near changing and treatment areas without assessing the effect on guests.		
Keeping footage for the recorder's default period.		
Allowing live viewing of sensitive areas on a monitor wall or a phone.		
Switching off the record of who viewed and exported footage.		
Placing contract staff in front of screens without confidentiality or briefing.		

Operative synthesis

- **A camera records everybody in its view to catch the few who do wrong, and in a spa the cost of that trade falls on the guests who are most exposed. Management decides first where a camera must never look, then whether a camera is needed at all, and only then its placement, retention and access, with every viewing recorded and everybody who watches bound by confidentiality.**
- **The instrument is a camera register: each camera, its purpose, what it must never show, its retention and access, and when its effect on guests was assessed. Decided by the general manager with the spa and security managers, it turns cameras from equipment installed on request into a controlled form of personal information.**
- **In Budapest nothing had been done in bad faith by the hotel. A spa manager asked for help with real thefts, a security manager responded quickly, and an installer covered the lockers as he was asked. The camera showed guests undressing because nobody had said it must not, and a guard recorded them because nobody had decided who could watch.**
- **Which raises the question the next subchapter takes up. Some of the most sensitive information a hotel holds leaves the building every day, on laptops, phones and memory sticks carried by its managers. What happens when an events director's laptop, with the delegate list**

of a summit, is left in a taxi, and the question of whether the hotel must tell the guests depends entirely on whether it was encrypted, is the case that follows.

Action plan for our property

Action	Owner	Due	How we will know it worked

Source: Francesco Dore, The Helm and the Lens, Volume 5a «The Helm», subchapter 2.9. Edizioni Effedore, 2026. Clause references are paraphrased; this sheet does not reproduce the text of ISO/IEC 27001. It is not legal advice: data protection and information security law is that of the place where the property operates.