

Our use of Facial Recognition

We want to create a safer store environment for our customers and staff. We are trialling Facial Recognition (FR) in three of our Christchurch stores (FR Stores) to see if it can help us to identify people who have previously been violent, threatening or aggressive in our stores, so that we can act quickly to prevent them from causing more harm.

We understand that people might have concerns around our use of FR. We have addressed some of the common concerns and the related facts about our use of FR below:

Concern	Fact
1. FR identifies everyone	FR checks the faces of everyone that enters an FR Store against a secure watchlist of people who have previously been violent, threatening or aggressive in our stores. If there's no match, the image of the person who has entered an FR Store is instantly deleted from the FR system.
2. FR is biased	Where the FR system detects a match, two trained FR Store team members manually review the alert and verify the match before any action is taken.
3. Innocent people might be wrongly identified	When the FR system detects a match between a person entering the FR Store and that of someone on the watchlist, it sends an alert. Two trained FR Store team members manually review the alert and verify the match before any action is taken.
4. Data will be shared with third parties	No personal information held in the FR system is shared with third parties unless this is required by law. Foodstuffs South Island, the FR Stores and the FR system provider (acting on Foodstuffs South Island's behalf) access data held in the FR system solely to operate the FR system.
5. Images are stored forever	If the FR system does not detect a match with an accuracy level of at least 92.5%, the image is instantly deleted. Images of people who have previously been violent, threatening or aggressive in our stores and are included in the watchlist, are kept in the watchlist for a maximum of two years, after which time their image and related data is automatically deleted from the FR system.
6. Images of minors and vulnerable people are being kept	No images of minors (being people under the age of 18) or vulnerable people are entered into the watchlist.
7. People will be punished indefinitely	People who have been violent, threatening or aggressive in one of our stores will be added to the watchlist for a maximum of two years, after which time their image and related data is automatically deleted from the FR system. If someone wants to know if they are included in the watchlist, or wants our team to reconsider their inclusion in the watchlist, they can submit a request to our team via privacy@foodstuffs-si.co.nz .

Concern	Fact
8. People will be enrolled for petty crimes	The inclusion of people in the watchlist is done by specially trained team members accordingly to strict criteria. Only people who have previously been violent, threatening or aggressive in our stores will be added to the watchlist.
9. Hackers can steal identities	All FR system data is securely stored. Images in the FR system are encrypted, and it is not possible to access or extract the biometric templates from the FR system.
10. Store staff can see who's on the watchlist	Access to the FR watchlist is restricted to a small number of authorised and specially trained team members within Foodstuffs South Island and the FR Stores.
11. FR will be rolled out everywhere	This trial will allow us to assess if FR can help improve the health and safety of our staff and customers by reducing serious threatening behaviour of repeat offenders in our stores. Trial results will be carefully reviewed before any decision is made about the future use of FR across our store network.

For more information about our use of FR, please visit:

<https://www.foodstuffs-si.co.nz/news-room/Facial-Recognition>