



CCTV Policy

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1. INTRODUCTION

Relate Hull & East Yorkshire is fully committed to operating a safe environment, it therefore has in place a closed circuit television (“CCTV”) system to assist in providing a safe and secure environment for staff, clients and visitors, as well as to protect its property.

CCTV systems are based around digital technology and therefore need to be treated as information that will be processed under the Data Protection Act 2018. The person ultimately responsible for data protection within Relate Hull & East Yorkshire is the Managing Director

The system comprises 3 fixed cameras. 2 are located in the car park and 1 overlooking Charlotte Street Mews. The monitor is located in the Reception Area.

The CCTV system is owned by Relate Hull & East Yorkshire and will be subject to review on an annual basis.

The purpose of this Policy is to regulate the management, operation and use of the CCTV system. This document sets out the accepted use and management of the CCTV system and images to ensure Relate Hull & East Yorkshire complies with the Data Protection Act 2018.

2. Purpose of CCTV

Relate Hull & East Yorkshire has an installed CCTV system to:

- Protect Relate Hull & East Yorkshire’s premises and its assets to ensure they are kept free from intrusion, vandalism, damage or disruption.
- Increase the personal safety of staff and clients and reduce the fear of physical abuse, intimidation and crime.
- Support the Police in a bid to deter and detect crime.
- Assist in the prevention and detection of crime.
- Assist with the identification, apprehension and prosecution of offenders.
- Monitor security of premises
- Identify vehicle movement problems in the car par.

The system will be provided and operated in a way that is consistent with an individual’s right to privacy.

3. Operation

The CCTV system is owned by Relate Hull & East Yorkshire.

Cameras will be used to monitor activities around the premises main entrance, car park and surrounding area, to identify criminal activity actually occurring, anticipated, or perceived, and for the purpose of securing the safety and wellbeing of staff and clients, together with its visitors.

Static cameras will not focus on private homes, gardens and other areas of private property. The system does not record sound.

Materials or knowledge secured as a result of CCTV system will not be used for any commercial purpose. Downloads will only be released for use in the investigation of a specific crime and with the written authority of the police. Downloads will never be released to the media.

The planning and design of the existing CCTV system has endeavoured to ensure that the CCTV system will give maximum effectiveness and efficiency but it is not possible to guarantee that the CCTV system will cover or detect every single incident taking place in the areas of coverage.

Warning signs, have been placed at access routes and areas covered by the CCTV system.

3.1 Image Viewing and Download Procedure

1. Recordings may be viewed by the police and authorised officers.
2. Permission to do this will be given by the Managing Director or Centre Manager.
3. Should a download be required as evidence, an electronic copy may only be made if we are supplied with an encrypted memory stick.
4. Where this is to be released to the Police this will only be released to the Police on receipt of Data Release Form and sight of warrant card.
5. Where this is requested by other parties, the request must be made in writing. A fee of up to £10 may be charged. Requests must be dealt with within 40 days.
6. All requests for downloads will be retained by the Centre Manager for 12 months or after the incident that the download relates to has been closed.

4. Overview of System

- The CCTV system runs 24 hours a day, 7 days a week.
- The system comprises 3 fixed position cameras, a digital recorder, a monitor and public information signs
- CCTV cameras are located at strategic points overlooking the main entrance door, the car park and Charlotte Street Mews
- CCTV signs will be prominently placed at strategic points and at entrance and exit points to inform staff, clients and visitors that a CCTV installation is in use, its purpose and details of the operator.

5. Data Protection Act 1998

For the purpose of the Data Protection Act 2018, Relate Hull & East Yorkshire is the data controller

- CCTV digital images, if they show a recognisable person, are personal data and are covered by the Data Protection Act 2018. This policy is associated with the Relate Hull & East Yorkshire's Data Protection Policy, the provision of which should be adhered to at all times.

6. Individual Access to Images

The Data Protection Act 2018 gives individuals the right to access personal information about themselves, including CCTV images.

All requests for access to view/copy CCTV footage by individuals should be made in writing to the Managing Director.

Requests for access to CCTV images must include:

- The reason for request
- The date and time the images were recorded
- Information to identify the individual, if necessary
- The location of the CCTV camera
- Proof of identity

Relate Hull & East Yorkshire will respond promptly and at the latest within 40 days of receiving the request. A fee of up to £10 may be charged.

If Relate Hull & East Yorkshire cannot comply with the request, the reason will be documented.

The requester will be advised of these in writing, where possible.

7. Access to Images by Third Parties

Unlike Data subjects, third parties who wish to have a copy of CCTV images (i.e. images not of the person making the request) do not have a right of access to images under the DPA, and care must be taken when complying with such requests to ensure that neither the DPA or CCTV Policy are breached. As noted above, requests from third parties will only be granted if the requestor satisfies the following criteria:

- Law enforcement agencies (where the images recorded would assist in a specific criminal enquiry)
- Prosecution Agencies and their Legal Representatives
- Insurance Companies and their Legal Representatives

All third party request for access to a copy of CCTV footage should be made in writing to the Managing Director.

A law enforcement or prosecution agency requesting access should make a request under Section 29 of the Data Protection Act 1998.

8. Retention and Disposal

All images on electronic storage will be erased by automated system overwriting. All downloads, will be securely disposed of as confidential waste. The date and method of destruction will be recorded on the bottom of the original approval to copy held by the Managing Director.

9. Complaints Regarding Operation of System

Complaints regarding the CCTV System and its operation should be made under Relate Hull & East Yorkshire's Complaints Procedure.