



138 – 140 Hamlet Court Road, Westcliff on Sea, SS0 7LN

## **CCTV Policy**

### **Policy summary**

Age Concern Southend has in place a Closed-Circuit Television (CCTV) surveillance system. This policy details the purpose, use and management of the CCTV system and details the procedures to be followed to ensure that Age Concern Southend complies with relevant legislation and Codes of Practice where necessary.

This policy and the procedures therein detailed, applies to all of Age Concern Southend's CCTV systems including covert installations capturing images of identifiable individuals for the purpose of viewing and or recording the activities of such individuals. CCTV images are monitored and recorded in strict accordance with this policy.

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## Introduction

1. Age Concern Southend uses closed circuit television (CCTV) images for the prevention, identification, and reduction of crime and to monitor Age Concern Southend buildings in order to provide a safe and secure environment for staff, volunteers, franchisees, customers and visitor and to prevent the loss of or damage to Age Concern Southend's contents and property.

The CCTV system is owned by the Age Concern Southend 138-140 Hamlet Court Road, Westcliff on sea SS 07LN and managed by Age Concern Southend and/or its appointed agents. Age Concern Southend is the system operator, and data controller, for the images produced by the CCTV system, and is registered with the Information Commissioner's Office, Registration number ZB675747.

2. The CCTV system is operational and is capable of being monitored for 24 hours a day, every day of the year.

## Purpose

3. This Policy governs the installation and operation of all CCTV cameras at Age Concern Southend.
4. CCTV surveillance is used to monitor and collect visual images for the purposes of:
  - protecting the buildings and assets, both during services (externally) or office hours, and after hours
  - promoting the health and safety of the groups in 1.
  - reducing the incidence of crime and anti-social behaviour (including theft and vandalism)
  - supporting the Police in a bid to deter and detect crime.
  - assisting in identifying, apprehending and prosecuting offenders; and
  - ensuring that the rules are respected so that the site/s can be properly managed.

## Scope

5. This policy applies to Age Concern Southend, and also to any separate legal entities owned and controlled by them which occupy premises controlled by the CCTV system.
6. This system is not jointly owned or jointly operated.
7. This policy is applicable to, and must be followed by, all staff including consultants and contractors. Failure to comply could result in disciplinary action, including dismissal. This policy also applies to volunteers, trustees, committee members and members.
8. All staff involved in the operation of the CCTV System will be made aware of this policy and will only be authorised to use the CCTV System in a way that is consistent with the purposes and procedures contained therein.
9. All systems users with responsibility for accessing, recording, disclosing or otherwise processing CCTV images will have relevant skills and training on the operational, technical and privacy considerations and fully understand the policies and procedures.

## Definitions

**CCTV** – closed circuit television camera. A TV system in which signals are not publicly distributed but are monitored, primarily for surveillance and security purposes and where access to their content is limited by design only to those able to see it.

Covert surveillance - observation, and/or recording, carried out without the subject's knowledge, and may be done using camera's or devices that are not visible to the subject.

Data controller - the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of CCTV images.

Data Protection Act 2018 (DPA) - UK data protection framework, regulating the processing of information relating to individuals.

Facial/ automated recognition - the use of camera technology to identify individuals' faces and to make automated matches.

ICO CCTV Code of Practice 2017 - recommendations on how the legal requirements of the Data Protection Act 1998 can be met when using CCTV, issued by the Information Commissioner's Office. The guidance will be updated to comply with current legislation.

Security Industry Authority (SIA) - the organisation responsible for regulating the private security industry in the UK, under which private use of CCTV is licensed. It is an independent body reporting to the Home Secretary, under the terms of the Private Security Industry Act 2001.

Surveillance Camera Code of Practice 2013 - statutory guidance on the appropriate and effective use of surveillance camera systems issued by the Government in accordance with Section 30 (1) (a) of the Protection of Freedoms Act 2012.

System Operator - person or persons that take a decision to deploy a surveillance system, and/or are responsible for defining its purpose, and/or are responsible for the control of the use or the processing of images or other information obtained by virtue of such system.

System User - person or persons who may be employed or contracted by the system operator who have access to live or recorded images or other information obtained by virtue of such a system.

# Policy

## Policy statement

10. Age Concern Southend will operate its CCTV system in a manner that is consistent with respect for the individual's privacy.
11. Age Concern Southend complies with Information Commissioner's Office (ICO) CCTV Code of Practice 2017 to ensure CCTV is used responsibly and safeguards both trust and confidence in its continued use.
12. The CCTV system will be used to observe the areas under surveillance in order to identify incidents requiring a response. Any response should be proportionate to the incident being witnessed.
13. The use of the CCTV system will be conducted in a professional, ethical and legal manner and any diversion of the use of CCTV security technologies for other purposes is prohibited by this policy.
14. Cameras will be sited so they only capture images relevant to the purposes for which they are installed. In addition, equipment must be carefully positioned to:
  - cover the specific area to be monitored only;
  - keep privacy intrusion to a minimum;
  - ensure that recordings are fit for purpose and not in any way obstructed (e.g. by foliage);
  - minimise risk of damage or theft.
15. CCTV will **not** be used for the purposes of streaming live.
16. Interior CCTV will not record areas set aside as private, for example bathrooms and changing rooms.

## Location and signage

17. Cameras are sited to ensure that they cover the premises as far as is possible. Cameras are installed throughout the site/s. Cameras may include roadways, car parks, buildings, residential accommodation, premises, within buildings and externally in vulnerable public facing areas.
18. The location of equipment is carefully considered to ensure that images captured comply with data protection requirements. Every effort is made to position cameras so that their coverage is restricted to the Age Concern Southend's premises, which may include outdoor areas.
19. Signs are placed at all pedestrian and vehicular entrances in order to inform staff, visitors and members of the public and all groups that use the premises that CCTV is in operation.
20. The signage indicates that monitoring and recording is taking place, for what purposes, and the hours of operation.
21. Signage templates are included in Appendix 1.

## Monitoring and recording

22. Cameras are not monitored live.
23. Images are recorded on secure servers and are viewable by Sarah Wilson through password protection /encrypted software. Additional staff may be authorised by the SW to monitor cameras sited within their own areas of responsibility on a view only basis in her absence.
24. Recorded material will be stored in a way that maintains the integrity of the image and information to ensure that metadata (e.g. time, date and location) is recorded reliably, and compression of data does not reduce its quality.
25. The cameras installed provide images that are of suitable quality for the specified purposes for which they are installed and all cameras are checked daily to ensure that the images remain fit for purpose and that the date and time stamp recorded on the images is accurate.
26. All images recorded by the CCTV System remain the property and copyright of the Age Concern Southend

## Covert surveillance

27. Covert surveillance is the use of hidden camera's or equipment to observe and/or record the activities of a subject which is carried out without their knowledge.
28. Age Concern Southend **will not** engage in covert surveillance.

## Live Streaming

31. CCTV is not suitable for live streaming of services, as it is intended solely for safety and security purposes.

## Data Protection

32. its administration of its CCTV system, Age Concern Southend complies with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 and in accordance with the Age Concern Southend Data Protection Policy.

### Data Protection Impact Assessments

33. The CCTV system is subject to a Data Protection Impact Assessment. Any proposed new CCTV installation is subject to a Data Protection Impact Assessment identifying risks related to the installation and ensuring full compliance with data protection legislation. This will include consultation with relevant internal and external stakeholders.
34. Where existing CCTV systems are in operation as of November 2021 Age Concern Southend will endeavour to carry out a full Data Protection Impact Assessment on any upgrade or replacement of the system or within a 3-year period from the date of the implementation of GDPR, whichever is sooner.

### Applications for disclosure of images

35. Requests by individual data subjects for images relating to themselves via a Subject Access Request should be submitted to the Data Protection Manager, together with proof of identification.

36. In order to locate the images on the system sufficient detail must be provided by the data subject in order to allow the relevant images to be located and the data subject to be identified.
37. Where Age Concern Southend is unable to comply with a Subject Access Request without disclosing the personal data of another individual who is identified or identifiable from that information, it is not obliged to comply with the request unless satisfied that the individual has provided their express consent to the disclosure, or if it is reasonable, having regard to the circumstances, to comply without the consent of the individual.
38. A request for images made by a third party should be made to Sarah Wilson in writing.
39. In limited circumstances it may be appropriate to disclose images to a third party, such as when a disclosure is required by law, in relation to the prevention or detection of crime or in other circumstances where an exemption applies under relevant legislation.
40. Such disclosures will be made at the discretion of the above-named manager with reference to relevant legislation and where necessary, following advice from legal services.
41. A log of any disclosure made under this policy will be held by the above-named manager, itemising the date, time, camera, requestor, reason for the disclosure; requested; lawful basis for disclosure; date of decision and/or release, name of authoriser.
42. Before disclosing any footage, consideration should be given to whether images of third parties should be obscured to prevent unnecessary disclosure.
43. Where information is disclosed, the disclosing officer must ensure information is transferred securely.
44. Images may be released to the media for purposes of identification. Any such decision to disclose will be taken in conjunction with the Police and/or other relevant law enforcement agencies.
45. Surveillance recordings must not be further copied, distributed, modified, reproduced, transmitted or published for any other purpose.

## **Retention of images**

46. Unless required for evidentiary purposes, the investigation of an offence or as required by law, CCTV images will be retained for no longer than 90 calendar days from the date of recording. Images will be automatically overwritten or destroyed after this time.
47. Where an image is required to be held in excess of the retention period as detailed above will be responsible for authorising such a request, and recordings will be protected against loss or held separately from the surveillance system and will be retained for 6 months following date of last action and then disposed of as per compliance rules above.
48. Images held in excess of their retention period will be reviewed on a three-monthly basis and any not required for evidentiary purposes will be deleted.
49. Access to retained CCTV images is restricted to Sarah Wilson and other persons as required and as authorised by Sarah Wilson.

## Complaints Procedure

50. Complaints concerning Age Concern Southend's use of its CCTV system or the disclosure of CCTV images should be made to Sarah Wilson.
51. The complaints procedure is available on the organisation's website.
52. When requested, anonymised information concerning complaints will be provided to the Surveillance Commissioner.

## Review Procedure

53. There will be an annual review of the use of the CCTV system to ensure it remains necessary, proportionate and effective in meeting the stated purposes.
54. As part of the review, Age Concern Southend will assess:
  - whether the location of cameras remains justified in meeting the stated purpose and whether there is a case for removal or relocation;
  - the monitoring operation, e.g. if 24 monitoring in all camera locations is necessary or whether there is a case for reducing monitoring hours;
  - whether there are alternative and less intrusive methods for achieve the stated purposes.

## Responsibilities

55. Age Concern Southend is responsible for the overall management and operation of the CCTV system, including activities relating to installations, recording, reviewing, monitoring and ensuring compliance with this policy.
56. Age Concern Southend is responsible for ensuring that adequate signage is erected in compliance with the ICO CCTV Code of Practice.
57. Sarah Wilson is responsible for authorising the disclosure of images to data subjects and third parties and for maintaining the disclosure log.



**Approval and review**

Approved by	Mike Nicholson
Policy owner	Age Concern Southend
Policy author	Jan Reed (Chair)
Date	01/01/2024
Review date	01/01/2027

**Revision history**

Version no.	Revision date	Previous revision date	Summary of changes
0.1	01/01/2024		Draft ACS CCTV Policy Template
0.2	29/03/2024		Amendments following review by JR
1.0	01/04/2024	29/03/2024	Amendments following review by JR

## Appendix 1 – CCTV Signage

