

CCTV Policy

(Reviewer: Dan Higgins; Sept 2023)

POLICY AIM

This document will enable staff of the College to comply with legislation relating to CCTV in all circumstances.

1. EXECUTIVE SUMMARY

- 1.1 The purpose of CCTV is to protect staff, students and the public, discourage aggressive and abusive behaviour, protect the College infrastructure, and provide evidence where required to investigate complaints.
- 1.2 The CCTV will be used for the prevention and detection of crime and where appropriate to support the effective management of the College.
- 1.2 The policy will set out the purpose of using CCTV, what information will be recorded, who will have access to this information and how this information will be stored and disposed.

2. POLICY STATEMENT

- 2.1. This Policy seeks to ensure that the Close Circuit Television (CCTV) system used at the College is operated in compliance with the law relating to data protection (currently the General Data Protection Regulation (“GDPR”) and the Data Protection Act 2018 (“DPA 2018”) and as amended from time to time) and includes the principles governing the processing of personal data as set out in Appendix 1. It also seeks to ensure compliance with privacy law. It considers best practice as set out in codes of practice issued by the Information Commissioner and by the Home Office. The College therefore uses CCTV only where it is necessary in pursuit of a legitimate aim, as set out in clause 2.2, and only if it is proportionate to that aim.
- 2.2. The College seeks to ensure, as far as is reasonably practicable, the security and safety of all students, staff, visitors, contractors, its property, and premises.

The College therefore deploys CCTV to:

- promote a safe community and to monitor the safety and security of its premises, staff, and students.
 - assist in the prevention, investigation, and detection of crime.
 - assist in the apprehension and prosecution of offenders, including use of images as evidence in criminal proceedings; and
 - assist in the investigation of breaches of its codes of conduct and policies by staff, students and contractors, and where relevant and appropriate when investigating complaints.
- 2.3 This policy will be reviewed periodically by the Chief Operating Officer (COO) to assess compliance with clauses 2.1 and 2.2 and to determine whether the use of the CCTV system remains justified.

3. SCOPE

- 3.1 This policy applies to CCTV systems in all parts of the College and other related facilities.
- 3.2 This policy does not apply to any Webcam systems located in meeting rooms, classrooms or lecture theatres operated by Faculties or ICT, which are used for the purposes of monitoring room usage and to assist with the use of the audio-visual equipment.
- 3.3 This policy applies to all the College staff, contractors and agents who operate, or supervise the operation of the CCTV system including Security Management and Staff, SMT and the Data Protection Officer.

4. ROLES AND RESPONSIBILITIES

- 4.1 The COO has the overall responsibility for this policy but has delegated day-to-day responsibility for overseeing its implementation to the staff identified in this policy. All relevant members of staff have been made aware of the policy and have received appropriate training.
- 4.2 The Campus Manager is responsible for ensuring that the CCTV system including camera specifications for new installations complies with the law and best practice referred to in clause 2.1 of this policy. Where new surveillance systems are proposed, the Campus Manager will consult with the COO and Data Protection Officer to determine whether a data protection impact assessment is required.
- 4.3 Only the Campus Manager or a properly appointed maintenance contractor for the College CCTV system is authorised to install and/or maintain it.
- 4.4 The COO is responsible for the evaluation of locations where live and historical CCTV images are available for viewing. The list of such locations and the list of persons authorised to view CCTV images is maintained by the COO.
- 4.5 Changes in the use of the College CCTV system can be implemented only in consultation with the COO, Data Protection Officer or the College's Legal Advisors as required.

5. SYSTEM DESCRIPTION – FIXED CAMERAS

- 5.1 The CCTV systems installed in and around the College estate cover building entrances, car parks, perimeters, external social areas, internal areas such as social spaces, computer rooms, rooms with high value equipment, some corridors and reception areas. They continuously record activities in these areas [*and some of the cameras are set to motion detection*].
- 5.2 CCTV Cameras are not installed in areas in which individuals would have an expectation of privacy such as toilets, changing facilities etc.

- 5.3 CCTV cameras are installed in such a way that they are not hidden from view. Signs are prominently displayed where relevant, so that staff, students, visitors, and members of the public are made aware that they are entering an area covered by CCTV. *(The signs also contain contact details as well as a statement of purposes for which CCTV is used).*
- 5.4 The contact point for queries about CCTV around the College should be available to staff, students, and members of the public during normal business hours. Any employees staffing the contact point must be familiar with this document and the procedures to be followed if an access request is received from a Data Subject or a third party.

6. COVERT RECORDING

- 6.1 Covert recording (i.e., recording which takes place without the individual's knowledge):
- 6.1.1 may only be undertaken in exceptional circumstances, for example to prevent or detect an unlawful act or other serious misconduct, and if is proportionate i.e. there is no other reasonable, less intrusive means of achieving those purposes;
- 6.1.2 may not be undertaken without the prior written authorisation of the COO. All decisions to engage in covert recording will be documented, including the reasons.
- 6.1.3 will focus only on the suspected unlawful activity or suspected serious misconduct and information obtained which is not relevant will be disregarded and where reasonably possible, deleted; and
- 6.1.4 will only be carried out for a limited and reasonable period consistent with particular purpose of the recording and will not continue after the investigation is completed.

7. OPERATING STANDARD

- 7.1 The operation of the CCTV system will be conducted in accordance with this policy.
- 7.2 Security Office
- 7.2.1 No unauthorised access to the Security office ("the Control Room") will be permitted at any time. All staff and visitors should wait at the door.
- 7.2.2 Other than Campus Security Staff, unsupervised access to the Control Room will be limited to:
- the Campus Manager
 - persons specifically authorised by the Campus Manager.
 - members of the SMT
 - maintenance engineers/housekeeping
 - police officers where appropriate; and
 - any other person with statutory powers of entry.
- 7.2.3 Only external perimeter CCTV images are visible on the monitors from the door to the Control Room. All others images are on restricted access.

7.2.4 Before permitting access to any further images within the Control Room, security staff will satisfy themselves of the identity of the individual and existence of the appropriate authorisation. All requests require the completion and signing of the CCTV log.

7.2.5 The CCTV log shall be kept in the Control Room and is set out to record the following:

- person reviewing recorded footage
- department and/or the organisation that the individual represents
- time, date, and location of footage being reviewed
- purpose of reviewing the recordings
- Outline of the basic content
- the details of the person who is granting authorisation,

7.3 Processing of Recorded Images

7.3.1 CCTV images will be displayed only to persons authorised to view them or to persons who otherwise have a right of access to them. Where authorised persons access or monitor CCTV images on workstations, they must ensure that images are not visible to unauthorised persons for example by minimising screens when not in use or when unauthorised persons are present. Workstation screens must always be locked when unattended.

7.4 Quality of Recorded Images

7.4.1 Images produced by the recording equipment must be as clear as possible, so they are effective for the purpose for which they are intended. The standards to be met in line with the codes of practice referred to clause 1 of these procedures are set out below:

- recording features such as the location of the camera and/or date and time reference must be accurate and maintained.
- cameras must only be situated so that they will capture images relevant to the purpose for which the system has been established.
- consideration must be given to the physical conditions in which the cameras are located i.e. additional lighting or infrared equipment may need to be installed in poorly lit areas;
- cameras must be properly maintained and serviced to ensure that clear images are recorded, and a log of all maintenance activities kept; and
- as far as practical, cameras must be protected from vandalism to ensure that they remain in working order. Methods used may vary from positioning at height to enclosure of the camera unit within a vandal resistant casing.

8. RETENTION AND DISPOSAL

8.1 CCTV images are not to be retained for longer than necessary, considering the purposes for which they are being processed. Data storage is automatically managed by the CCTV digital

records which overwrite historical data in chronological order to produce an approximate 21-day rotation in data retention.

- 8.2 Provided that there is no legitimate reason for retaining the CCTV images (such as for use in disciplinary and/or legal proceedings), the images will be erased following the expiration of the retention period.
- 8.3 All retained CCTV images will be stored securely.

9. DATA SUBJECT RIGHTS

- 9.1 Recorded images, which directly or in combination with other factors enable a data subject to be identified, are considered to be the personal data of the individuals whose images have been recorded by the CCTV system.
- 9.2 Data Subjects have a right of access to the personal data under the GDPR and DPA 2018. They also have other rights under the GDPR and DPA 2018 in certain limited circumstances, including the right to have their personal data erased, rectified, to restrict processing and to object to the processing of their personal data.
- 9.3 Data Subjects can exercise their rights by submitting a request in accordance with the College's policies.
- 9.4 On receipt of the request, the Data Protection Officer, or their representative, will liaise with the Campus Manager regarding compliance with the request, and subject to clause 10.5, the Data Protection Officer will communicate the decision without undue delay and at the latest within one month of receiving the request from the Data Subject.
- 9.5 The period for responding to the request may be extended by two further months where necessary, considering the complexity and number of the requests. The Data Protection Officer will notify the Data Subject of any such extension within one month of receipt of the request together with reasons.

10. THIRD PARTY ACCESS

- 10.1 Third party requests for access will usually only be considered in line with the GDPR and DPA 2018 in the following categories:
 - legal representative of the Data Subject.
 - law enforcement agencies including the Police.
 - disclosure required by law or made in connection with legal proceedings; and
 - HR staff responsible for employees and university administrative staff responsible for students in disciplinary and complaints investigations and related proceedings.
- 10.2 Legal representatives of the Data Subjects are required to submit to the College a letter of authority to act on behalf of the Data Subject along with appropriate proof of the Data Subject's identity.

10.3 The Data Protection Officer will disclose recorded images to law enforcement agencies including the Police once in possession of a form certifying that the images are required for either:

- an investigation concerning national security.
- the prevention or detection of crime; or
- the apprehension or prosecution of offenders

and that the investigation would be prejudiced by failure to disclose the information. Where images are sought by other bodies/agencies with a statutory right to obtain information, evidence of that statutory authority will be sought before CCTV images are disclosed.

10.4 Every CCTV image disclosed is recorded in the CCTV Operating Logbook and contains:

- the name of the police officer or other relevant person in the case of other agencies/bodies receiving the copy of the recording.
- brief details of the images captured by the CCTV to be used in evidence or for other purposes permitted by this policy.
- the crime reference number where relevant; and
- date and time the images were handed over to the police or other body/agency.

10.5 Requests of CCTV images for staff or student disciplinary purposes shall be submitted in writing to the COO in consultation with the Data Protection Officer.

10.6 Requests for CCTV information under the Freedom of Information Act 2000 will be considered in accordance with that regime.

11. COMPLAINTS PROCEDURE

11.1 Any complaints relating to the CCTV system should be directed in writing to the COO promptly and in any event within 7 days of the date of the incident giving rise to the complaint. A complaint will be responded to within a month following the date of its receipt. Records of all complaints and any follow-up action will be maintained by the relevant office. If a complainant is not satisfied with the response, they may appeal to the College, via the appropriate route.

11.2 Complaints in relation to the release of images should be addressed to the COO as soon as possible and in any event no later than three months from the event giving rise to the complaint.

12. USEFUL LINKS

The Information Commissioner's guidance on video surveillance -

<https://ico.org.uk/for-organisations/guide-to-data-protection/key-dp-themes/video-surveillance/>

