



Lindsey Lodge Hospice & Healthcare

**CCTV POLICY
AND
CODE OF PRACTICE**

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CCTV Policy and Code of Practice

1.0 Introduction

Closed circuit television (CCTV) is installed at Lindsey Lodge Hospice & Healthcare main building and some of our Retail outlets for the purpose of buildings and grounds security. Cameras are located at various locations on the premises, and images from the cameras are recorded. This is the most effective solution for the safety of staff and premises.

The use of CCTV falls within the scope of the Data Protection Act 2018. This policy and code of practice also follows the recommendations issued by the Surveillance Camera Commissioner Code of Practice and their 12 guiding principles, and the Information Commissioner's Office In the picture: A data protection code of practice for surveillance cameras and personal information.

In order to comply with the requirements of the Data Protection Act 2018, data must be:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary
- Accurate and where necessary kept up to date,
- Kept in form which permits identification of data subjects for no longer than is necessary for the purposes for which those data are processed and
- Processed in a manner that ensures appropriate security of the personal data

2.0 CCTV Code of Practice

1. The CCTV system is managed and maintained by Lindsey Lodge Hospice & Healthcare
2. The Data Protection Officer is the Data Controller and is registered with the Information Commissioner's Office
3. The Senior Information Risk Officer is the responsible officer for data within Lindsey Lodge Hospice
4. The purpose of the CCTV is for buildings and grounds security only, and footage is only reviewed following an incident. Details of this will be recorded on the L Drive/Information Governance/CCTV viewing log and recorded on Vantage
5. A privacy impact assessment will be undertaken for any new cameras that are installed and approved by the IT & IG Committee through SMT
6. Use of the CCTV system is audited with Information Governance compliance monitoring schedules
7. There are signs about the use of CCTV in the grounds of LLH and our retail outlets, where it is installed
8. Disclosure of information from CCTV will be allowed by law enforcement personnel as required, for the prevention and detection of crime.
9. Any other requests for disclosure of information from CCTV will be considered at the discretion of the Data Protection Officer/Chief Executive, considering the privacy of other data subjects, unless there is an overriding legal obligation, such as a court order or information access request.

3.0 Siting the Cameras

Any new requests for a Camera at the Main site and our Retail Outlets need to complete a Data Privacy Impact Assessment and have been approved by the Finance & Business Development committee through SMT.

If approval is granted then prior to any camera installation the Data Protection Officer will ensure that the installation complies with the Data Protection Act 2018 and the CCTV Policy and Code of Practice. It is essential that the location of the equipment is carefully considered. All camera locations are visible to public and staff. Signs will be erected at the main entrance of the respective buildings to notify all those who enter that they are entering an area that is covered by CCTV cameras.

4.0 Data Recording, Storage, Retention & Disposal

As stated CCTV images must only be used for the intended purposes. All images will be digitally recorded and stored securely within the systems hard drives. Automatic erasure/overwriting takes place after 2 months.

5.0 CCTV Subject Access Requests

Under the terms of the Data Protection Act 2018, an individual has the right to request a copy of any personal information held about him/her by Lindsey Lodge Hospice & Healthcare, whether it is in hard copy, electronic, or CCTV. Should anyone wish to exercise their right in requesting disclosure of CCTV recorded data, they must email the data protection officer at llh.enquiries@nhs.net providing as much information as possible

Please note that any request by a third party to view CCTV images must be approved by the Data Protection Officer, who will determine whether disclosure is appropriate and whether there is a duty of care to protect the images of any third parties.

The Data Protection Officer will assess applications and decide whether the requested access will be permitted. Disclosure of recorded images to third parties will only be made in limited circumstances. For example, in cases of the prevention and detection of crime, disclosure to third parties will be limited to the following:

- Law enforcement agencies where the images recorded would assist in a specific criminal enquiry
- Prosecution agencies
- Relevant legal representatives
- The press/media, where it is decided that the public's assistance is needed in order to assist in the identification of victim, witness or perpetrator in relation to a criminal incident. As part of that decision, the wishes of the victim of an incident should be taken into account
- People whose images have been recorded and retained (unless disclosure to the individual would prejudice criminal enquiries or criminal proceedings)

All requests for access or for disclosure should be recorded. If access or disclosure is denied, the reason should be documented as above.

6.0 Accessing CCTV Images

Access to recorded images is restricted to the Data Protection Officer, SIRO, Caldicott Guardian and Senior Management on call. When viewing the footage please ensure that this is in private

Viewing of images must be documented (L Drive/Information Governance/CCTV viewing log and Vantage) as follows:

- The name of the person accessing the recordings

- The date and time of access
- The name(s) of the person(s) viewing the images (including the names and organisations of any third parties)
- The reason for the viewing
- The outcome, if any, of the viewing

7.0 Removal of Images for use in Legal Proceedings

In cases where recordings are for use in legal proceedings, the following must be documented on the CCTV viewing log and Vantage:

- The name of the person accessing the recordings
- The date and time of access
- The reason for access
- Specific authorisation for supplying a copy to a third party
- Any crime incident number to which the images may be relevant
- The place to which the recordings will be taken
- The signature of the collecting police officer, where appropriate

8.0 Complaints

Any individual who has concerns about the CCTV system or the control of it at Lindsey Lodge Hospice & Healthcare is requested to write to the Data Protection Officer outlining the reason for the complaint. LLH will accept electronic (e-mail) correspondence. These will be dealt with in line with our Complaints Policy and Procedure.

9.0 Consultation

Finance & Business Development Committee through SMT

10.0 Dissemination

Via Lindsey Lodge `L` drive policies/guidelines of this form.

11.0 Equality Act

In accordance with the Equality Act (2010), LLH will make reasonable adjustments in the workplace so that an employee with a disability, as covered under the Act, should not be at any substantial disadvantage. LLH will endeavour to develop an environment within which individuals feel able to disclose any disability or concern which may have a long term and substantial effect on their ability to carry out their normal day to day activities.

LLH will wherever practical make adjustments as deemed reasonable in light of an employee's specific circumstances and its resources paying particular attention to the Disability Discrimination requirements and the Equality Act (2010)

REFERENCES: ICO website, Data Protection Act 2018, Surveillance Camera Commissioner`s Office

Lead Author of Policy: Kay Fowler, Business Manager

Responsible Sub-group: IT & IG Committee

RATIFICATION DATE BY TRUSTEES: 26th February 2019

Review interval: 2 year

TO BE REVIEWED	REVIEW COMPLETED	BY	APPROVED BY	CIRCULATION
Feb 2022	Jan 2022	KF	IT/IG & SMT	L: Policies, Procedures & Guidelines
Jan 2024				