

# **Teams Enterprise Partnership Limited**

Trading as

## **Valley Watch**

### **Provision of CCTV Monitoring Services Codes of Practice Public Space Closed Circuit Television (CCTV)**

Annual reviews carried out:

Date:  
14/04/15

Reason:  
Annual Review

Signature:  
*P Cameron*

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## Section 1    Introduction

### **1.1 Introduction**

This document sets out the principles for the use of the Valley Watch CCTV system. All sections of this document are subject to continuous reviews. The CCTV system will only be used to achieve its specific aims and objectives as stated within the document. Cameras will at no time, without official authority, be used to look into private residences and/or premises. All CCTV operators will be trained and licensed in accordance with SIA regulations. All CCTV operators will be aware that any misuse of the system (Breach of the Data Protection Act 1998) may result in disciplinary proceedings against them. The Control Room has procedures in place to randomly check that no misuse of the system is taking place and such checks are recorded.

There will be no sound recordings used during the operation of the Valley Watch CCTV system. The controller is aware that notification to the Information Commissioner is necessary and must be renewed annually.

Notification has been submitted to the Information Commissioner and the next renewal date recorded.

Clear and visible signage is displayed on the posts of each camera in the Valley Watch Scheme; signage is also displayed on the entrances to Team Valley Trading estate.

## 1.2 Ownership

The 'Owner' of the system is Teams Enterprise Partnership Ltd (Valley Watch)

The 'Manager' is General Manager

The 'Data Controller' is General Manager

Registered with the Office of the Data Protection Registrar (ICO);

Registration number is Z5818993

Designation

The 'System Manager' is Control Room Manager (Day to Day management of the operational elements of the scheme)

The 'Data Processor' All SIA Licensed Operators employed on duty within the Control Room; Valley Watch SIA Licensed management team iaw authorised roles; Contracted maintenance and installation Company, whilst carrying out authorised tasks.

## 1.3 Administration

### a) Maintenance

The operating equipment is regularly maintained iaw BS7958. 2009.

### b) Recorded Images

Recordings will be undertaken using Digital recorders and procedures apply for the operation and management of the equipment.

c) Valley Watch are committed to the recommendations within the ICO CCTV Codes of practice. Details of the ICO can be found at [www.ico.gov.uk](http://www.ico.gov.uk).

d) The recorded images from this CCTV system are securely stored, where only a limited number of authorised persons may have access to them.

e) The recorded images will only be retained long enough for any incident to come to light (e.g. for a theft to be noticed).

f) Recordings will only be made available to authorised enforcement agencies and solicitors involved in the prevention and detection of crime or in the course of formal lawful requests.

g) Complaints received by Valley Watch management will be dealt with as soon as practicable and normally contact made with the person to inform them it is being investigated, within 72 hours.

## **Section 2 Aims and Objectives**

### **2.0 Objectives of the scheme**

This section deals with the overall objectives of the Valley Watch CCTV system as defined in the Code of Practice.

### **2.1 Basic Aims of the CCTV system**

The overall aim of using CCTV is to make Team Valley Trading Estate safer and to reduce crime in the general area. Any data obtained or used within the scope of these aims will not be held for longer than necessary. Data that is to be destroyed is done so in a controlled and secure method.

### **2.2 Purpose of the CCTV system**

To monitor members premises & public places within the Team Valley Trading Estate in order to provide assistance with;

1. Prevention and detection of crime.
2. Protect members property and to provide employee safety
3. Reduction of nuisance, vandalism & anti-social behaviour
4. To assist Police to apprehend and prosecute offenders
5. Provision of evidence for proceedings

### **2.3 Basic functions of the CCTV system**

These aims will be aided through CCTV system being:-

1. Deterrent to criminal and anti-social behaviour
2. 24 hours recorded surveillance
3. Provider of evidence for court proceedings.

### **2.4 System Review**

A review of the CCTV system will be undertaken annually by an external independent agency and a report provided to the management of the system for a system evaluation, iaw BS 7958 2009.

A level 1 Operational requirement has been prepared to cover the Team Valley Site and a level 2 Operational requirement has been produced for each camera location within the Team Valley Scheme.

### **2.5 Public confidence in the system**

Legitimate public concerns exist over the use of CCTV and many of the specific guidelines below are designed to satisfy the community that the use of cameras is subject to adequate supervision and scrutiny. It is of fundamental importance that public confidence is maintained by fully respecting individual privacy.

## **2.6 Overall Liability**

Valley Watch clearly cannot guarantee that all offences will be detected, or that where an offence has occurred, that CCTV pictures will be available. Whilst every effort will be made to monitor the system by the operator, Teams Enterprise Partnership Ltd will not accept liability for any occurrence which has not been observed by an operator.

(Note: This does not create implied liability for any observed incidents, all consequent actions being carried out in good faith and within current agreed management and operational deployment guidelines)

## **2.7 Policy Statement**

The CCTV system will only be used to achieve its specific aims and objectives as stated within the Codes of Practice. Cameras will at no time, without official authority, be used to look into private residences and/or premises. All CCTV operators will be trained and licensed in accordance with SIA regulations. All CCTV operators will be aware that any misuse of the system (Breach of the Data Protection Act 1998) may result in disciplinary proceedings against them. The Control Room has procedures in place to randomly check that no misuse of the system is taking place and such checks are recorded. There will be no sound recordings used during the operation of the Valley Watch CCTV system.

### Owner of the system:

The 'Owner' of the system is Teams Enterprise Partnership Ltd (Valley Watch)

The 'Manager' is General Manager

Contact Details: [info@valleywatch.co.uk](mailto:info@valleywatch.co.uk)

Telephone number: 0191 499 4700

## **Section 3 Control and Operation of Cameras**

### **3.1 Guiding Principles**

- a) All operators associated with this CCTV System will act with utmost professionalism at all times and comply with these Codes of Practice.
- b) Cameras will not be used to look into private residential property.
- d) Operators are responsible for their use of the cameras, which must be justifiable.

### **3.2 Primary Control**

Only authorised members of staff with responsibility for using the equipment housed within the CCTV monitoring room will have access to the operating controls within that room.

### **3.3 General Operation of the System**

- Procedures are in place to monitor the use of the system by operators.
- Monitoring of such activities is acknowledged by the operators as laid down in their procedures manual.
- Operators are familiar with all the streets and areas covered.
- Operators maintain a working relationship with the Estate Police Beat Manager.
- Radio links to the retail outlets and Mobile Patrol officer are also available.

### **3.4 Confidentiality**

There shall be no public view of the monitors within the Control Room; neither will they be viewed by non-authorised persons.

With the exception of long distance or wide angle shots views into premises and other private areas are excluded from the field of vision. Operators are trained to recognise the privacy implication of viewing such areas and would only do so when serious crimes are being committed or have reason to believe a serious crime is being committed.

Individuals who have concerns over any potential intrusion of their privacy may request a review of camera operations by writing to the General Manager;

## **Section 4: Recorded Materials**

- 4.1** Recorded digital material will be retained for approximately 31 days and then automatically overwritten, unless a request is received from the authorities for a specific image of interest to be archived for evidence. All archived material on the PC will be deleted from the system after 31 days. Working copies and master copies will be handed over to the authorities under signature. Master disc is then sealed in an evidence bag and handed to the authorised authority under signature.
- 4.2** All captions inserted on to camera images such as camera number, time and date will be kept accurate by the appointed CCTV Maintenance Company, who is responsible to the CCTV Manager. The source of the time information will be the atomic clock at Rugby.
- 4.3** There is no public access to recorded material. Any access that is granted will be strictly controlled and supervised, according to the Data Protection guidelines.
- 4.4** Members of the general public may apply to view a recording made of themselves, if they believe there is reason due to privacy issues, in writing to the General Manager. This request is for them as an individual person on CCTV and not other persons that may be with them. Information will be provided outlining the information the applicant will need to provide to enable the images to be located and identified.
- 4.5** A reasonable fee will be charged to cover costs for searching and copying discs in the circumstances listed in 4.4. Any Person that is requesting access to their individual recorded material, as in 4.4 will be charged a £10 administration fee.
- 4.6** Viewing of images when granted under the data protection act and 4.4 will take place in a separate and restricted room to ensure confidentiality. Only the person requesting the viewing to the material and the CCTV Manager, or a designated member of staff will be present.
- 4.7** In Criminal cases, access to recorded material must adhere fully to the Data Protection Guidelines and the Codes of Practice.
- 4.8** Recorded material may on occasions be used for training purposes for Control Room Operators, strictly controlled under the Data Protection Guidelines.
- 4.9** Where any recorded material relates to a criminal offence and publication via the media is requested, to identify witnesses or suspects. This will require the authority of the General Manager.
- 4.10** At no point is any digital recording to pass into public circulation.
- 4.11** An audit trail of recorded material is maintained to provide a clear path of where the data has been recorded, stored or copied, so that allegations of interference with that data are eliminated.



## **Section 5: Release of information to the public**

### **5.1 Subject Access Disclosure: (A named person)**

Under the Data Protection Act 1998, **individuals** have a right to see CCTV images if they are the subject. To make a request, they will need to contact Valley Watch General Manager.

To gain access to the images they will need to:

- Fill out a CCTV Subject Access Request Form, (F102)
- Pay a £10 fee,
- Prove their identity (and that of any representative acting on your behalf), and
- Supply a letter of authorization if you use a representative to make the request for you

Once Valley Watch has received the completed form, relevant identification and the fee, it will take a maximum of 40 calendar days to get back to you with an answer.

Sufficient and accurate information about the time, date and place involved is to be provided to enable the data controller to locate the information. It is recognized that you may be unlikely to know the precise time. Under those circumstances, it is suggested that within one hour of accuracy would be a reasonable requirement.

It is important that Valley Watch does not compromise anyone else's privacy, so you will only be able to view CCTV footage that does not contain images of third parties or images that would enable you to identify other people (e.g. car registration details). Images of other subjects would need to be edited or blanked out to make sure no one else can be identified. This process is costly, and one which Valley Watch may have the right to refuse to undertake if the costs are disproportionate. Alternatively, the costs may be passed on to the person who has made the request.

Valley Watch is entitled to, and will, deny access to information in certain cases under the Data Protection Act, specifically where the information may be held for:

- The prevention and detection of crime
- The apprehension and prosecution of offenders, and
- Where giving you the evidence may prejudice either of these purposes.
- Then the footage will be reserved for the Police, them, their solicitors or their insurance company will need to contact them directly for a copy.

Any authorised viewing of the CCTV data will take place at the Administration office areas of Valley Watch and not in the CCTV Control Room. The recording will only be played to the person who made the request, or the confirmed and authorised person on their behalf.

## 5.2 Media disclosure:

The following procedures are adhered to for release of data to the media;

- a) The release document is to take the form of a contract signed by both parties involved.
- b) Any material released is to be accompanied by a signed release document stating what the data will be used for and any limits on its use.
- c) The material for release is to state that the receiver of such material has to process the data in a manner as prescribed by the data controller. Such as, identities and/or data should not be revealed.
- d) Proof of editing should be passed back to the data controller for approval or final consent.

## 5.3 Request to disclose data:

Valley Watch Control Room cameras are not to be used beyond the objectives laid down in the Codes of Practice, nor are they to infringe on an individual's right to privacy. Any misuse of the cameras outside of these guidelines may be a breach in the law and disciplinary action will be taken against anyone found to be doing so.

### Disclosure of Data

Recorded material and any access or viewing of material is only to be carried out within the laid down objectives in the Codes of Practice and the CCTV procedures manual.

The disclosure of any material for any entertainment purposes is strictly prohibited

The disclosure of material for commercial reasons outside of our objectives and legal authorised authorities is strictly prohibited.

Requests for disclosure of data from our CCTV system may be made by third parties for the purpose of;

Providing evidence in criminal proceedings

Identifying witnesses

Investigation and detection of crime and offenders

Providing evidence in civil proceedings

Individual public interest (Subject Access Request)

The following parties who are able to show adequate grounds for disclosure include;

Law enforcement agencies

Solicitors

Statutory authorities (HMRC) etc

Other agencies according to their legal status.