



Tower Learning Centre

CCTV Policy 2020

Contents:

Statement of intent

1. Legal framework

2. Definitions

3. Roles and responsibilities

4. Purpose and justification

5. The data protection principles

6. Objectives

7. Protocols

8. Security

9. Privacy by design

10. Code of practice

11. Access

12. Monitoring and review

Statement of intent

At Tower Learning Centre, we take our responsibility towards the safety of staff, visitors and pupils very seriously. To that end, we use surveillance cameras to monitor any instances of aggression or physical damage to our Centre and its members.

- The purpose of this policy is to manage and regulate the use of the surveillance and CCTV systems at the Centre and ensure that:
- We comply with data protection legislation, including the Data Protection Act 1998 and the General Data Protection Regulation (GDPR) – the latter of which came into effect on 25 May 2018.
- The images that are captured are useable for the purposes we require them for.
- We reassure those persons whose images are being captured, that the images are being handled in accordance with data protection legislation. This policy covers the use of surveillance and CCTV systems which capture moving and still images of people who could be identified, as well as information relating to individuals for any of the following purposes:
- Observing what an individual is doing
- Taking action to prevent a crime
- Using images of individuals that could affect their privacy

1. Legal framework

This policy has due regard to legislation and statutory guidance, including, but not limited to the following:

- The Regulation of Investigatory Powers Act 2000
- The Protection of Freedoms Act 2012
- The General Data Protection Regulation (GDPR)
- The Data Protection Act 1998
- The Freedom of Information Act 2000
- The Education (Pupil Information) (England) Regulations 2005 (as amended in 2016) ² The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004
- The School Standards and Framework Act 1998
- The Children Act 1989
- The Children Act 2004
- The Equality Act 2010

This policy has been created with regard to the following statutory and nonstatutory guidance:

- Home Office (2013) 'The Surveillance Camera Code of Practice'
- Information Commissioner's Office (ICO) (2017) 'Overview of the General Data Protection Regulation (GDPR)'

- ICO (2017) 'Preparing for the General Data Protection Regulation (GDPR) 12 steps to take now' ☞ ICO (2017) 'In the picture: A data protection code of practice for surveillance cameras and personal information'

This policy operates in conjunction with the following Centre policies:

- GDPR Data Protection Policy

2. Definitions

For the purpose of this policy a set of definitions will be outlined, in accordance with the surveillance code of conduct:

- Surveillance – monitoring the movements and behaviour of individuals; this can include video, audio or live footage. For the purpose of this policy only video and audio footage will be applicable.
- Overt surveillance – any use of surveillance for which authority does not fall under the Regulation of Investigatory Powers Act 2000.
- Covert surveillance – any use of surveillance which is intentionally not shared with the subjects it is recording. Subjects will not be informed of such surveillance.

Tower Learning Centre does not condone the use of covert surveillance when monitoring the Centre's staff, pupils and/or volunteers. Covert surveillance will only be operable in extreme circumstances.

Any overt surveillance footage will be clearly signposted around the Centre.

3. Roles and responsibilities

The role of the data protection officer (DPO) includes:

- Dealing with freedom of information requests and subject access requests (SAR) in line with legislation, including the Freedom of Information Act 2000.
- Ensuring that all data controllers at the Centre handle and process surveillance and CCTV footage in accordance with data protection legislation.
- Ensuring that surveillance and CCTV footage is obtained in line with legal requirements.
- Ensuring consent is clear, positive and unambiguous. Pre-ticked boxes and answers inferred from silence are non-compliant with the GDPR.
- Ensuring that surveillance and CCTV footage is destroyed in line with legal requirements when it falls outside of its retention period.
- Keeping comprehensive and accurate records of all data processing activities, including surveillance and CCTV footage, detailing the purpose of the activity and making these records public upon request.
- Informing data subjects of how their data captured in surveillance and CCTV footage will be used by the Centre, their rights for the data to be destroyed and the measures implemented by the Centre to protect individuals' personal information.
- Preparing reports and management information on the Centre's level of risk related to data protection and processing performance.
- Reporting to the highest management level at the Centre, e.g. The Director / Owner.

- Abiding by confidentiality requirements in relation to the duties undertaken while in the role.
- Monitoring the performance of the Centre's privacy impact assessment (PIA), and under the GDPR the data protection impact assessment (DPIA), and providing advice where requested.
- Presenting reports regarding data processing at the Centre to senior managers and the Centre Director/Owner.

Tower Learning Centre, as the corporate body, is the data controller. Kate Towers of Tower Learning Centre therefore has overall responsibility for ensuring that records are maintained, including security and access arrangements in accordance with regulations.

The data protection controller deals with the day-to-day matters relating to data protection and thus, for the benefit of this policy will act as the data controller. The role of the data controller includes:

- Processing surveillance and CCTV footage legally and fairly.
- Collecting surveillance and CCTV footage for legitimate reasons and ensuring that it is used accordingly.
- Collecting surveillance and CCTV footage that is relevant, adequate and not excessive in relation to the reason for its collection.
- Ensuring that any surveillance and CCTV footage identifying an individual is not kept for longer than is necessary.
- Protecting footage containing personal data against accidental, unlawful destruction, alteration and disclosure – especially when processing over networks.

The role of the Director / Owner includes:

- Meeting with the DPO to decide where CCTV is needed to justify its means.
- Conferring with the DPO with regard to the lawful processing of the surveillance and CCTV footage.
- Reviewing the Surveillance and CCTV Policy to ensure it is compliant with current legislation.
- Monitoring legislation to ensure the Centre is using surveillance fairly and lawfully.
- Communicating any changes to legislation with all members of staff.

4. Purpose and justification

The Centre will only use surveillance cameras for the safety and security of the Centre and its staff, pupils and visitors.

Surveillance will be used as a deterrent for violent behaviour and damage to the Centre.

If the surveillance and CCTV systems fulfil their purpose and are no longer required, the Centre will deactivate them.

5. The data protection principles

Data collected from surveillance and CCTV will be:

- Processed lawfully, fairly and in a transparent manner in relation to individuals.
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes.
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.
- Accurate and, where necessary, kept up-to-date; every reasonable step will be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay.
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods, insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes, subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals.
- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

6. Objectives

The surveillance system will be used to:

- Maintain a safe environment.
- Ensure the welfare of pupils, staff and visitors.
- Deter criminal acts against persons and property.
- Assist the police in identifying persons who have committed an offence.

In the following locations:

- Centre entrance (front door) - data retention period 14 days
- Teaching area 1 - data retention period 14 days
- Teaching area 2 - data retention period 14 days
- Teaching area 3 - data retention period 14 days
- Teaching area 4 - data retention period 14 days
- Teaching area 5 - data retention period 14 days
- Teaching area 6 - data retention period 14 days
- Centre stairwell - data retention period 14 days
- Rear Yard - data retention period 14 days

7. Protocols

The surveillance system will be registered with the ICO in line with data protection legislation.

The surveillance system is a digital system which can record audio if needed.

Warning signs have been placed throughout the premises where the surveillance system is active, as mandated by the ICO's Code of Practice.

The surveillance system has been designed for maximum effectiveness and efficiency; however, the Centre cannot guarantee that every incident will be detected or covered and 'blind spots' may exist.

The surveillance system will not be trained on individuals unless an immediate response to an incident is required.

The surveillance system will not be trained on private vehicles or property outside the perimeter of the Centre

8. Security

Access to the surveillance system, software and data will be strictly limited to authorised operators and will be password protected.

The Centre's authorised CCTV system operators are:

- David Ratcliff – Business Development Manager
- Kim McCormack – Centre Manager

The main control facility is kept secure and locked when not in use.

If, in exceptional circumstances, covert surveillance is planned, or has taken place, copies of the Home Office's authorisation forms will be completed and retained.

Surveillance and CCTV systems will be tested for security flaws annually to ensure that they are being properly maintained at all times.

Surveillance and CCTV systems will not be intrusive.

The DPO and Kate Towers will decide when to record footage, e.g. a continuous loop will be recorded at each location

Any unnecessary footage captured will be securely deleted from the Centre system.

Any cameras that present faults will be repaired immediately as to avoid any risk of a data breach.

The CCTV system can be accessed on the personal phones of David Ratcliff and Kim McCormack.

9. Privacy by design

The use of surveillance cameras and CCTV will be critically analysed using a PIA – under the GDPR this will become a DPIA but it will follow the same principles of a PIA.

A DPIA will be reviewed prior to the installation of any additional surveillance and CCTV system equipment.

If the DPIA reveals any potential security risks or other data protection issues, the Centre will ensure they have provisions in place to overcome these issues.

The Centre will ensure that the installation of the surveillance and CCTV systems will always justify its means.

10. Code of practice

The Centre understands that recording images of identifiable individuals constitutes as processing personal information, so it is done in line with data protection principles.

The Centre notifies all pupils, staff and visitors of the purpose for collecting surveillance data via signs in the Centre where cameras are based.

CCTV cameras are only placed where they do not intrude on anyone's privacy and are necessary to fulfil their purpose.

All surveillance footage will be kept for 14 days for security purposes; the Owner / Director and the data controller are responsible for keeping the records secure and allowing access.

The Centre has a surveillance system for the purpose of the prevention and detection of crime and the promotion of the health, safety and welfare of staff, pupils and visitors.

The surveillance and CCTV system is owned by the Centre and images from the system are strictly controlled and monitored by authorised personnel only.

The Centre will ensure that the surveillance and CCTV system is used to create a safer environment for staff, pupils and visitors to the Centre, and to ensure that its operation is consistent with the obligations outlined in data protection legislation.

The surveillance and CCTV system will:

- Be designed to take into account its effect on individuals and their privacy and personal data.
- Be transparent and include a contact point, the DPO, through which people can access information and submit complaints.
- Have clear responsibility and accountability procedures for images and information collected, held and used.
- Have defined policies and procedures in place which are communicated throughout the Centre.
- Only keep images and information for as long as required.
- Restrict access to retained images and information with clear rules on who can gain access.
- Consider all operational, technical and competency standards, relevant to the surveillance and CCTV system and its purpose, and work to meet and maintain those standards in accordance with the law.
- Be subject to stringent security measures to safeguard against unauthorised access.
- Be regularly reviewed and audited to ensure that policies and standards are maintained.
- Only be used for the purposes for which it is intended, including supporting public safety, the protection of pupils, staff and volunteers, and law enforcement.
- Be accurate and well maintained to ensure information is up-to-date.

11. Access

Under the GDPR, individuals have the right to obtain confirmation that their personal information is being processed.

All disks containing images belong to, and remain the property of, the Centre

Individuals have the right to submit an SAR to gain access to their personal data in order to verify the lawfulness of the processing.

The Centre will verify the identity of the person making the request before any information is supplied.

A copy of the information will be supplied to the individual free of charge; however, the Centre may impose a 'reasonable fee' to comply with requests for further copies of the same information.

Where an SAR has been made electronically, the information will be provided in a commonly used electronic format.

Requests by persons outside the Centre for viewing or copying disks, or obtaining digital recordings, will be assessed by the Owner/Director, who will consult the DPO, on a case-by-case basis with close regard to data protection and freedom of information legislation.

Where a request is manifestly unfounded, excessive or repetitive, a reasonable fee will be charged.

All fees will be based on the administrative cost of providing the information.

All requests will be responded to without delay and at the latest, within one month of receipt.

In the event of numerous or complex requests, the period of compliance will be extended by a further two months. The individual will be informed of this extension, and will receive an explanation of why the extension is necessary, within one month of the receipt of the request.

Where a request is manifestly unfounded or excessive, the Centre holds the right to refuse to respond to the request. The individual will be informed of this decision and the reasoning behind it, as well as their right to complain to the ICO and to a judicial remedy, within one month of the refusal.

In the event that a large quantity of information is being processed about an individual, the Centre will ask the individual to specify the information the request is in relation to.

It is important that access to, and disclosure of, the images recorded by surveillance and CCTV footage is restricted and carefully controlled, not only to ensure that the rights of individuals are preserved, but also to ensure that the chain of evidence remains intact, should the images be required for evidential purposes.

Releasing the recorded images to third parties will be permitted only in the following limited and prescribed circumstances, and to the extent required or permitted by law:

- The police – where the images recorded would assist in a specific criminal inquiry
- Prosecution agencies – such as the Crown Prosecution Service (CPS)

- Relevant legal representatives – such as lawyers and barristers
- Persons who have been recorded and whose images have been retained where disclosure is required by virtue of data protection legislation and the Freedom of Information Act 2000
- Requests for access or disclosure will be recorded and the Owner/Director will make the final decision as to whether recorded images may be released to persons other than the police.

12. Monitoring and review

- This policy will be monitored and reviewed on a biennial basis, or in light of any changes to relevant legislation by the DPO and the Owner/Director.
- The Owner/Director will be responsible for monitoring any changes to legislation that may affect this policy and make the appropriate changes accordingly.
- The Owner/Director will communicate changes to this policy to all members of staff.

The scheduled review date for this policy is February 2022.