



CCTV Policy

Date policy effective from	20 November 2023
Date of last revision	February 2024
Approved by	Executive Director – Corporate Services
Date approved	February 2024

Contents

Section	Title	Page(s)
1.0	Introduction	3
2.0	Purpose	3
3.0	Principles	3
4.0	Definitions	4
5.0	Scope	5
6.0	Contribution to Plan A	5
7.0	Legislative and regulatory framework	6
8.0	Policy Statements	7
8.2	Programmes	8
8.3	Follow-up Work	9
8.4	Data and Records	10
8.5	Customer Engagement	10
8.7	Quality Assurance	11
8.8	Complaints and Feedback	11
9.0	Roles and responsibilities	12
10.0	Related policies and procedures	13
11.0	Monitoring and review arrangements	13

1.0 Introduction

- 1.1 Livin Housing Limited “Livin” has in place a CCTV surveillance system “the CCTV system” across premises known as Farrell House and 51 Church Street, Shildon (Foundations Building), 8/9 Silverdale Place (The Ark) and Flat 17a Rowan Avenue, Shildon (The Disaster Recovery Suite).
- 1.2 The system comprises a number of fixed cameras. The system does not have sound recording capability.
- 1.3 This policy details the purpose, use and management of the CCTV system at Livin and details the procedures to be followed in order to ensure that Livin complies with relevant legislation and the current Information Commissioner’s Office Code of Practice
- 1.4 Livin will have due regard to the Data Protection Act 2018, the General Data Protection Regulation (GDPR) and any subsequent data protection legislation, and to the Freedom of Information Act 2000, the Protection of Freedoms Act 2012 and the Human Rights Act 1998. Although not a relevant authority, Livin will also have due regard to the Surveillance Camera Code of Practice, issued under the Protection of Freedoms Act 2012 and in particular the 12 guiding principles contained therein.
- 1.5 This policy is based on guidance issued by the Information Commissioner’s Office, “In the picture: A data protection code of practice for surveillance cameras and personal information (the Information Commissioner’s Guidance”).
- 1.6 This policy and the procedures therein detailed applies to all Livin’s CCTV systems and any other system 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.

2.0. CCTV System Overview

- 2.1 The CCTV system is owned by Livin, Farrell House, Arlington Way, DurhamGate, Spennymoor, County Durham, DL16 6NL and managed by Livin and its appointed agents. Under the Data Protection Act 2018 Livin is the “data controller” for the images produced by the CCTV system. Livin is registered with the Information Commissioner’s Office and the registration number is Z1698480. The CCTV system operates to meet the requirements of the Data protection Act and the Information Commissioner’s Guidance.

- 2.2 The Cyclical Works and Facilities Manager 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.
- 2.3 The CCTV system operates across Livin's commercial sites. Details of the cameras are listed at Appendix 1 attached.
- 2.4 Signs are placed at all pedestrian entrances in order to inform staff, tenants, visitors and members of the public that CCTV is in operation. The signage indicates that the system is managed by Livin and a 24 hour contact number is provided.
- 2.5 The Cyclical Works and Facilities Manager is responsible for ensuring that adequate signage is erected in compliance with the ICO CCTV Code of Practice. Signs will contain details of the purpose for using CCTV. See Appendix 2.
- 2.6 Cameras are sited to ensure that they cover key areas of Livin premises. Cameras are installed throughout Livin's sites including car parks, buildings, and externally in vulnerable facing areas.
- 2.7 Cameras will not normally be sited to focus on or overlook private residential areas. Where cameras overlook residential areas, privacy screens will be fitted.
- 2.8 The CCTV system is operational and is capable of being monitored for 24 hours a day, every day of the year.
- 2.9 Any proposed new CCTV installation is subject to a Privacy Impact Assessment.

3.0. Purpose of the CCTV system

- 3.1 The principal purposes of Livin's CCTV system are as follows:
 - To monitor and collect visual images for the purpose of security and the prevention and detection of crime.
- 3.2 The CCTV system will be used to monitor Livin's key areas and where there is an alleged breach of security or suspected criminal act the visual images will be collected to assist with the investigation.
- 3.3 The Executive Support Team have live viewer only access to two cameras to monitor and manage visitors to Reception during office opening hours.
- 3.4 Livin seeks to operate its CCTV system in a manner that is consistent with respect for the individual's privacy.

4.0. Monitoring and Recording

- 4.1 Cameras are monitored in the Security Control Room in Farrell House and the Disaster Recovery Suite at Rowan Avenue by the Facilities Manager and IT. These are not accessible to members of the public.
- 4.2 Cameras situated at The Ark and Foundations are monitored from a locked office on site and can be accessed by the Facilities Manager and IT by remote viewing from a desktop location via internet link. These are not accessible to members of the public.
- 4.3 Images are recorded centrally on DVRs located securely in Livin's Server Room, The Ark and Foundations. Images from some cameras are recorded securely in the Verkada cloud portal. See Appendix 1.
- 4.4 In addition, a live stream of two Reception CCTV cameras is accessible to the ExecutiveSupport Team. This is monitored during office opening hours only and used to manage visitor access to the building.
- 4.5 The cameras installed provide images that are of a suitable quality for the specified purposes for which they are installed and all cameras are checked daily to ensure thatthe images remain fit for purpose and that the date and time stamp recorded on the images is accurate.
- 4.6 All images recorded by the CCTV System remain the property and copyright of Livin.
- 4.7 The use of covert cameras will be restricted to occasions, when a series of suspected criminal acts or breaches of security have taken place within a particular area that is not otherwise fitted with CCTV. A request for the use of covert cameras will clearly state the purpose and reasons for use and the authority of the Compliance and Facilities Managertogether with the Head of Governance. All personnel consulted should be satisfied that all other physical methods of prevention have been exhausted prior to the use of covert recording.
- 4.8 Covert recording will only take place if informing the individual(s) concerned would seriouslyprejudice the reason for making the recording and where there is reasonable ground to suspect that illegal or unauthorised activity is taking place. All such monitoring will be fully documented and will only take place for a limited and reasonable period.

5.0. Compliance with Data Protection Legislation

- 5.1 In its administration of its CCTV system, Livin complies with the General Data Protection Regulation. Due regard is given to the data protection principles contained within Article 5 of the GDPR which provide that personal data shall be :
- a) processed lawfully, fairly and in a transparent manner;
 - b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes;
 - c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
 - d) accurate and, where necessary, kept up to date;
 - e) kept in a form which permits identification of the data subjects for no longer than is necessary for the purposes for which the personal data are processed and
 - f) 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.

6.0. Applications for disclosure of images

Applications by individual data subjects

- 6.1 Requests by individual data subjects for images relating to themselves "Subject Access Request" should be submitted in writing to Livin's Head of Governance together with proof of identification. Further details of this process are detailed in the Confidentiality, Privacy and Data Policy and Protection Procedure.
- 6.2 In order to locate images on Livin's 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.
- 6.3 Where Livin 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. Access to and disclosure of images to third parties.

- 6.4 A request for images made by a third party should be in writing to Livin's Head of Governance.
- 6.5 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.
- 6.6 Such disclosures will be made at the direction of the Head of Governance with reference to relevant legislation and where necessary, following external legal advice.
- 6.7 A record of any disclosure made under this policy will be held on the CCTV management system, itemising the date, time, camera, requestor, authoriser and reason for the disclosure; and by the Head of Governance.

7.0. Retention of images

- 7.1 Unless required by law for evidential purposes, the investigation of an offence, or as required by law, CCTV images will be retained for no longer than 28 days from the date of recording. Images will be automatically overwritten after this point.
- 7.2 Where an image is required to be held in excess of the retention period referred to in 7.1, the Head of Property Services in conjunction with the Head of Governance and the Compliance and Facilities Manager will be responsible for authorising such a request.
- 7.3 Images held in excess of their retention period will be reviewed on a three monthly basis and any not required for evidential purposes will be deleted.
- 7.4 Access to retained CCTV images is restricted to the Compliance and Facilities Manager and ICT.

8.0. Complaints Procedure

- 8.1 Complaints concerning Livin's use of its CCTV system or the disclosure of CCTV images should be made in writing through the Complaints process for tenants and visitors or the grievance process for staff.
- 8.2 All appeals against decisions made under the policies above should be made in accordance with the provisions set out in those policies.

9.0. Monitoring Compliance

- 9.1 All staff involved in the operation of Livin's 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.
- 9.2 All staff with responsibility for accessing, recording, disclosing or otherwise processing CCTV images will be required to undertake data protection training periodically.

10.0. Policy Review

- 10.1 This Policy and its supporting procedures will be reviewed no less than every three years.

Appendix 1

List of cameras and addresses:-

Farrell House

15 cameras in total, 13 connected to local DVR and 2 connected to Verkada cloud portal.

- 3 in reception ground floor
- 1 rear fire exit
- 2 on first floor landing
- 3 in server room
- 2 external (car parking)
- 1 in interview room
- 1 rear staff entrance
- 2 in reception pointing at main doors for Executive Support Team

51 Church Street, Shildon (Foundations)

4 cameras in total, all connected to local DVR.

- 2 external on rear yard
- 1 in main reception area
- 1 in training room

8/9 Silverdale Place, Newton Aycliffe (The Ark)

12 Cameras in total, all connected to local DVR.

- 3 on rear entrance external – walkway and car park
- 2 on front entrance external – patio area
- 3 internal viewing the 3 entrance areas on rear of property
- 1 viewing front entrance door and lounge area of number 8
- 1 viewing front entrance door and lounge area of number 9
- 1 viewing upper landing area and staircase of number 8
- 1 viewing upper landing area and staircase of number 9

Rowan Avenue, Shildon

1 camera in total, all connected to Verkada cloud portal.

- 1 server room

Appendix 2

CCTV

Signage

It is a requirement of the Data Protection Act 1998 to notify people entering a CCTV protected area that the area is monitored by CCTV and that pictures are recorded. Livin is to ensure that this requirement is fulfilled.

The CCTV sign should include the following:

- That the area is covered by CCTV surveillance and pictures are recorded
- The purpose of using CCTV
- Livin's name and address
- The contact telephone number or address for any enquiries

Appendix 3 - Checklist

This CCTV system and the images produced by it are controlled by Livin who is responsible for how the system is used under direction from Livin's "Data Controller".

Livin notifies the Information Commissioner about the CCTV system, including any modifications of use and/or its purpose (which is a legal requirement of the current Data Protection Act 2018)

Livin has considered the need for using CCTV and have decided it is required:-

- To monitor and collect visual images for the purpose of security and the prevention and detection of crime

It will not be used for other purposes. Livin will conduct regular reviews of its use of CCTV



**CCTV in
Operation**