

# CCTV POLICY

*Effective for employees, students, directors, and volunteers on or after 21 September 2022*

Publication Date : 21 September 2022  
Date of next Review : September 2025

**Please Note:** A formal, full review of this document will take place on a 3-yearly basis. However, in the interim, the document will be updated as necessary to remain current with any statutory legislation and/or significant Government guidance and updates on the subject.

## DOCUMENT CONTROL

**DOCUMENT TITLE:** CCTV POLICY  
**DOCUMENT NUMBER:** CCTVP\_V1  
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**CHANGE AUTHORITY:** THE BOARD OF DIRECTORS

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**Date:** 15/09/2022

**Designation:** Director of Operations

**Review Date:** September 2025

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## **INTRODUCTION**

1. This policy compliments L&F Training's GDPR/Data security policy.
2. This CCTV Policy applies to all employees, contractors, partners, service providers and Learners. This will also include employees of other organisations who are based in, or work at, L&F Training occupied premises.

## **OBJECTIVES**

1. This policy details the purpose, usage and management of any CCTV systems, located at premises occupied by L&F Training and the procedures to be followed to ensure L&F Training complies with relevant legislation and the current Information Commissioner's Office (ICO) Code of Practice.
2. L&F Training have written this policy in line with the Data Protection Act 2018, the UK General Data Protection Regulation (UK GDPR), the Freedom of Information Act 2000, the Protection of Freedoms Act 2012 and the Human Rights Act 1998. L&F Training, in writing this policy, has also taken into consideration the ICO Code of Practice.
3. This policy is based upon guidance issued by the Information Commissioner's Office (ICO).
4. This policy and the procedures detailed, applies to L&F Training CCTV systems. CCTV images are monitored and recorded in strict accordance with this policy.
5. This policy is applicable to all buildings owned or occupied by L&F Training where L&F monitored CCTV is installed.

## **SCOPE AND DEFINITION:**

1. The CCTV systems are owned and managed by L&F Training, and their appointed security sub-contractors (where applicable). Under the Data Protection Act 1998 and the UK General Data Protection Regulation L&F Training is the 'data controller' for the images produced by the CCTV system. The L&F Training system is registered with the ICO. The CCTV system operates to meet the requirements of the Data Protection Act and the Information Commissioner's Guidance.
2. The Data Security Officer is responsible for the overall management and operation of the CCTV systems, including activities relating to installations, recording, reviewing, monitoring and ensuring compliance with this policy.
3. The CCTV system operates across L&F Training buildings.

4. Clearly visible and readable signs of an appropriate size are placed at all pedestrian and vehicular entrances to inform persons entering that CCTV is in operation. The signage indicates that the system is managed by L&F Training and contact numbers (in-hours and out-of-hours) for the site are provided.
5. The Data Security Officer is responsible for ensuring that adequate signage is erected in compliance with the ICO CCTV Code of Practice.
6. Cameras are sited to support the physical posture of the building, which can include internal communal areas such as reception, stairwells and lift lobbies, perimeter areas, including car parks and walkways.
7. Cameras are not sited to focus on private residential areas.
8. The CCTV systems are operational and are capable of being monitored up to 24 hours a day, 365 days per year. This policy supports L&F Training in preserving the physical security of its buildings, staff and assets and will be reviewed on a regular basis.
9. Any proposed new CCTV installation is subject to a Data Protection Impact Assessment (DPIA).

#### **CONTEXT:**

1. The principal purposes of the CCTV systems are as follows: for the prevention, reduction, detection and investigation of crime and other incidents; to ensure the safety of our assets, which includes staff and other persons entering the buildings; to monitor ITC usage as per CITB guidelines and to assist in the investigation of suspected breaches of L&F Training HR or security policies. Privacy notices to include references to CCTV will be displayed as appropriate.
2. The CCTV system will be used to observe L&F Training buildings and areas under surveillance, to identify incidents requiring a response. Any response should be proportionate to the incident being witnessed.
3. L&F Training seeks to operate its CCTV system in a manner that is consistent with respect for the individual's privacy.
4. Cameras are monitored from secured local control rooms or equivalent within L&F Training occupied buildings.
5. Images are stored locally within the buildings in compliance of the ICO's and CITB's (in relation to the ITC) guidance on the subject. The CCTV monitoring station/storage will be held within secure areas to prevent unauthorised access and to support the integrity of the information. The cameras are viewable by authorised security staff. For urgent operational reasons, L&F Training's Senior Managers can authorise view only access to CCTV footage. Additional staff may be authorised by the Data Security Officer to monitor cameras sited within their own areas of responsibility on a view only basis.
6. The cameras provide images that are of suitable quality for the specified purposes for which they are installed, and the cameras are checked by an appropriate facilities management contractor to ensure that the images remain fit for purpose.

They must report systems faults immediately via the appropriate maintenance contract and ensure that a log is maintained.

7. All images recorded by the CCTV system remain the property and copyright of the L&F Training.
8. The monitoring of cameras will be carried out in accordance with the systems purpose.

### **RESPONSIBILITIES:**

1. All employees, contractors, partners, service providers, learners and employees of other organisations who are on L&F Training premises and co-located sites remain accountable for the security, health and safety of themselves, colleagues and the protection of L&F Training assets.

### **POLICY STATEMENTS:**

1. In its administration of its CCTV system, L&F Training complies with the Data Protection Act 1998. Due regard is given to the data protection principles embodied in the Data Protection Act 1998 and the General Data Protection Regulation (GDPR). These principles require that personal data shall be:
  - a. processed fairly and lawfully;
  - b. held only for specified purposes and not used or disclosed in any way incompatible with those purposes;
  - c. adequate, relevant and not excessive;
  - d. accurate and kept up to date;
  - e. be kept no longer than necessary for the particular purpose;
  - f. processed in accordance with the rights of individuals and
  - g. kept secure
2. Comply with the UK General Data Protection Regulation. Due regard will be given to the data protection principles contained within Article 5 of the GDPR which provides 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 that is necessary for the purposes for which the personal data are processed;

- 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.

## **NEW INSTALLATIONS:**

1. Using surveillance systems can be privacy intrusive. They can place large numbers of law-abiding people under surveillance and recording their movements as they go about their day-to-day activities. L&F Training must consider the nature of the problem we seek to address; whether a surveillance system would be justified and an effective solution; whether better solutions exist; what effect its use may have on individuals; and whether considering this, its use is a proportionate response to the problem. Where L&F Training is already using a surveillance system, it will re-evaluate and record every 12 months whether it is necessary and proportionate to continue using it.
2. These matters will be considered objectively as part of the scheme's impact on people's privacy. This should be done by conducting a Data Protection Impact Assessment (DPIA).

## **APPLICATIONS FOR DISCLOSURE OF IMAGES:**

### **Applications by individual data subjects**

1. Requests by individual data subjects for images relating to themselves, a Subject Access Request should be submitted in writing on the request form at Annex A to L&F Training, together with proof of identification.
2. In order to locate images on L&F Training systems, sufficient detail must be provided by the data subject to allow the relevant images to be located and the data subject to be identified.
3. Where L&F Training 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 expressed consent to the disclosure, or if it is considered reasonable by the Data Security Officer, having regard to the circumstances e.g. in relation to the prevention or detection or in other circumstances where an exemption applies under relevant legislation, to comply without the consent of the individual.

### **Access to and disclosure of images to third parties**

4. A request for images made by a third party should be made in writing on the request form at Annex A to L&F Training
5. In limited circumstances it may be appropriate to disclose images to a third person, such as when a disclosure is required by law, in relation to the prevention of crime or in other circumstances where an exemption applies under relevant legislation.
6. Such disclosure will be made at the discretion of the Data Security Officer, with reference to relevant legislation. The Data Security Officer will consider if it is necessary that the identifying features of any of the other individuals in the image need to be obscured.
7. Where a suspicion of misconduct arises and at the formal request of the assigned Investigating Officer or HR Manager/Advisor, the Data Security Officer may approve viewing access to CCTV images for use in staff disciplinary cases.
8. In exceptional cases, the Data Security Officer may approve access to copies of CCTV images to Investigating Officers, when sought as evidence in relation to discipline cases.
9. A record of any disclosure made under this policy will be held securely by L&F Training on the access record at Annex B itemising: the date, time, camera, requestor, authoriser and the reason for disclosure.

### **RETENTION OF IMAGES**

1. Unless required for evidential purposes, the investigation of an offence or as required by law, CCTV images will be retained for no longer than 31 days from the date of recording after which images will be automatically overwritten.
2. Where an image is required to be held in excess of the retention period following an application for disclosure of images, the Data Security Officer or their nominated deputy, will be responsible for authorising such a request.
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.
4. Access to retained CCTV images is restricted to the Data Security Officer and other persons as required and authorised by the Data Security Officer.

### **COMPLAINTS PROCEDURE**

1. Complaints concerning L&F Training use of its CCTV or the disclosure of CCTV images should be made in writing to the Data Security Manager
2. All appeals against the Data Security Manager should be made in writing to [HR@landftraining.com](mailto:HR@landftraining.com)

## **MONITORING COMPLIANCE**

1. All staff involved in the operation of the 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.
2. All staff with responsibility for accessing, recording, disclosing or otherwise processing CCTV images will be required to undertake data protection training.

## **USAGE OF CCTV**

1. L&F Training usage of CCTV and the content of this document shall be reviewed annually by Chief Security Officer with reference to the relevant legislation or guidance in effect at the time. A full review of the document will take place every three years.

## **COMPLIANCE:**

1. The level of risk and potential impact to L&F Training assets and most importantly physical harm to our people and the public will determine the controls to be applied and the degree of assurance required. L&F Training must ensure a baseline of physical security measures are in place at each L&F Training occupied location and receive annual assurance that such measures are in place to provide appropriate protection to all occupants and assets, and that these measures can be strengthened when required i.e. in response to a security incident or change in the Government Response Level.
2. The implementation of all security measures must be able to provide evidence that the selection was been made in accordance with the appropriate information security standards (ISO27001/27002) in mind.
3. To enable adjustment and updates to be made to this policy, in relation to potential changes in the security landscape, nationally, in relation to Physical Security measures, this policy will be subject to annual review or more frequently if warranted, in order to meet new threats and other emerging vulnerabilities.

## **ANNEXES:**

- Annex A: Subject Access Request (SAR)
- Annex B: Record of CCTV Disclosure – L&F Training

**Annex A: CCTV Subject Access Request Form**

**CCTV Subject Access Request Form**

**Please complete this form to request Security Data (Subject Access Request), which is controlled by L&F Training.**

All requests for the release of data shall be channelled through the data controller or via the nominated representatives. This request is processed accordance to the General Data Protection Regulation 2016 (GDPR). Please send this request form to: [info@landftraining.com](mailto:info@landftraining.com)

**Requesters details\*** (You must provide proof of identity)

Name:					
Organisation					
Address and contact number:					
Reason for request:					
Please give full details of the material you are requesting to include date, time and location:					
<table border="1"> <tr> <td>Are you requesting footage on behalf of another person/organisation (If yes, please provide details below)?</td> <td><input type="checkbox"/> Yes</td> <td><input type="checkbox"/> No</td> </tr> </table>			Are you requesting footage on behalf of another person/organisation (If yes, please provide details below)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are you requesting footage on behalf of another person/organisation (If yes, please provide details below)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No			
Address and contact number:					

Signature	Date:
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**For L&F Training Use:**

Proof of ID:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Type of photographic ID provided:		
Expiry date:		
Reference number:		

**For Data Security Officer use only:**

Request to share/release CCTV footage:	<input type="checkbox"/> Yes	If approved, please indicate what information can be released:	<input type="checkbox"/> View only
	<input type="checkbox"/> No		<input type="checkbox"/> Copy of contents
Is the site required to retain a copy of the CCTV footage supplied?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Signature:		Date:	

L&F Training – Log this request and its outcome on your CCTV Disclosure Record.  
**CCTV footage must always remain secure. Access is for authorised personnel only. Copies of CCTV footage must not be retained for longer than is necessary for legal/disciplinary purposes. Retention should be reviewed with Data Security Officer every 3-months and the outcome recorded.**



