

Diss Town Council CCTV Policy

1. Background

1.1 In order for Diss Town Council to comply with the requirements of the General Data Protection Regulations, the Information Commissioners CCTV Code of Practice and the Freedom of Information Act 2000, the Council must have a policy on its use of CCTV for overt surveillance.

2. Purpose

2.1 In order to adhere to legislative requirements and the confidential nature of the Council's CCTV operations this document sets out:

- the manner in which these operations will be carried out;
- the sites from which recordings will be made.

2.2 This policy sets out how the Council's CCTV system (the system) will be controlled and managed in a confidential manner.

2.3 Camera surveillance is maintained using static and moveable cameras with zoom* at the following locations.

- Camera 1 Mere's Mouth
- Camera 2 Faces Diss Publishing / Former Tourist Information Centre
- Camera 3 Faces outside Greggs / M&Co & Mere's Mouth
- Camera 4 Chapel St above charity shop looking up to barbers etc
- Camera 5 Situated above empty shop (was previously Feline Care Charity Shop) – looks at Museum
- Camera 6 Looks at the Museum / Market Place & Outside PACT charity shop
- Camera 7* Looks over Park toilets and can view most of Park / Pavilion etc
- Camera 8 Looks at the corridor on the first floor of the Council Offices
- Camera 9 Looks outside British Heart Foundation / Mere St area
- Camera 10* Situated above Holland & Barrett and can look over the Market Place & Mere Street
- Camera 11 Overlooks rear of DTC Council Offices
- Camera 12 Looks at the main entrance to the Council office from the Reception Area

2.4 The policy will be reviewed annually by the Executive Committee to ensure that it continues to reflect the public interest and meets with legislative requirements.

3. Objectives

The objectives of the system are to:

- Increase personal safety and reduce the fear of crime;
- Support the Police in the detection of crime;
- Assist in the identification, apprehension and prosecution of offenders;
- Protect our key buildings and their assets.

4. Statement of Intent

4.1 The CCTV system is registered with the Information Commissioner and is operated in accordance with the requirements of the General Data Protection Regulations and the Commissioner's Code of Practice. Its ICO Registration number is ZA140605.

4.2 Cameras will be used to monitor activities around Diss town centre, Diss park and on other Council owned sites and buildings to identify criminal activity or anti-social behaviour occurring, anticipated, or perceived, for the purpose of securing the safety and well-being of the public or security of council property.

4.3. Cameras do not point at private homes, gardens or other areas of private property.

4.4 Data or knowledge secured from CCTV will not be used for any commercial purpose.

4.5 The planning and design of the system endeavours to ensure that it will give maximum effectiveness and efficiency, but it does not guarantee to cover or detect every incident taking place in the areas of coverage.

4.7 Warning signs, as required by the Information Commissioner are positioned in each area covered by CCTV.

5. Operation of the System

5.1 The Scheme is managed by the Town Clerk, in accordance with the principles and objectives expressed in this policy.

5.2 The day-to-day administration of the system will be the responsibility of the Town Clerk.

5.3 The CCTV system will operate continuously 24 hours a day, every day of the year; subject to operational considerations such as maintenance and repair.

5.4 The system is not routinely monitored and is only used to detect the possibility of events as shown in 3.

6. Control of Equipment

6.1 The system will be periodically checked to confirm the efficiency of the system, ensuring the equipment is properly recording and the cameras operational.

6.2 Access to the equipment will be restricted to the Town Clerk, other trained officers of the Town Council, maintenance contractors and approved monitors.

6.3 Viewing of the recordings is restricted to those legally entitled to access (i.e., the Police for the prevention and detection of crime). Appropriate evidence of authority will be required before access is allowed.

6.4 A register of access is maintained by the Town Clerk. Full details of each access that has taken place shall be recorded including: name, reason for request, authority for request, time and date.

6.5 If a serious incident is viewed on the system, appropriate emergency services will be summoned.

7. Recordings used in Evidence

7.1 All staff required to operate CCTV equipment will receive training in the use of the equipment and shall comply with this policy and any CCTV operating procedure adopted by the Council.

7.2 Images are recorded onto secure servers and are viewable by authorised staff only. Recorded material will be stored in a way that maintains the integrity of the image and information to ensure that metadata (e.g., time, date and location) is recorded reliably, and compression of data does not reduce its quality.

7.3 The CCTV images are recorded and retained for no longer than 30 days, with the exception of images subject to a notification by the police for retention or subject to a request for disclosure or release by a third-party agency, which shall be retained for such a period as may be necessary to conclude an investigation or claim and then be deleted.

7.4 The Police will be permitted access to recording media if they have reason to believe that such access is necessary to investigate, detect or prevent crime.

7.5 Viewing of recordings by the Police must be recorded in writing. Requests by the Police can only be actioned in accordance with the General Data Protection Regulations.

7.6 A record will be maintained of the release of copies of recordings to other authorised applicants. A register will be available for this purpose.

7.7 Should a recording be required as evidence; a copy may be released to the Police. The Town Council retains the right to refuse permission for the Police to pass to any other person the recording or any part of the information contained thereon.

7.8 Applications received from outside bodies (e.g., solicitors) to view or release recordings will be referred to the Town Clerk. In these circumstances electronic images/recordings will normally be released where satisfactory documentary evidence is produced showing that they are required for legal proceedings, a subject access request, or in response to a Court Order. A fee can be charged in such circumstances:

- £10 for subject access requests.
- a sum not exceeding the cost of materials in other cases.

8. Viewing Data

8.1 The General Data Protection Regulations provides Data Subjects (individuals to whom "personal data" relates) with a right to data held about themselves, including those obtained by CCTV.

8.2 Requests for Data Subject Access should be made to the Town Clerk.

9. Breaches of the Policy

9.1 Any breach of this policy including breaches of security will be initially investigated by the Town Clerk, in order for appropriate action to be taken. A report of the incident will be made to Council together with any recommended actions to remedy the breach. Note: A breach by council staff could lead to disciplinary action.

9.2 Any serious breach of the policy may be further investigated by an independent investigator reporting on recommendations to remedy the breach.

10. Complaints

10.1 Any complaints about the Town Council's CCTV system or its use should be addressed to the Town Clerk.

10.2 Complaints will be investigated in accordance with Section 9 of this policy.

11. Public information

11.1 A copy of this policy is available to the public on the Council's website or in paper form from the Council Office, Diss Town Council, 11-12 Market Hill, Diss IP22 4JZ.

Date of recording	Place of recording	Time of recording	
Applicant's name and address Post Code: Tel No:		Evidence of description of applicant and any distinguishing features (e.g., clothing)	
Signature of applicant (or parent/guardian if under 18)		A recent photograph may be necessary to aid identification	
Reason for request			
Were you alone? Yes/No If not please describe any accompanying persons			
For Official Use Only			
Received by:		Date Received	Time received
Fee Charged / N. A	Fee Paid	Request Approved YES / No	Date Applicant informed
Actioned By: On..... / /	Image Identified On:		In the presence of:
Applicant attended viewing on: On..... / /	Result:		In the presence of:

Appendix B
Diss Town Council
Download Receipt Form – CCTV Images
Police

Date and Time of Recording:	Place of Recording:
Police Contact Details:	Reason for Request:
Date Request Received:	Date Download Received by Police:
Signed (Town Clerk)	Signed (on behalf of Police)