

Closed Circuit Television Monitoring Policy

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| AUTHOR/LEAD | Alison Shelton |
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1 Introduction

1.1 Policy statement

The safety and security of staff, patients, contractors and visitors at Frairy House Surgery is of paramount importance. To support the management team in maintaining a safe and secure environment, a Closed-Circuit Television system (CCTV) is used within the organisation.

This system has been installed and is used in accordance with extant legislation:

- [Equality Act 2010](#)
- [GDPR \(General Data Protection Regulations\)](#)
- [Data Protection Act 2018](#)
- [Surveillance Camera Code of Practice 2013](#)

All are referenced throughout this policy.

1.2 Status

The organisation aims to design and implement policies and procedures that meet the diverse needs of our service and workforce, ensuring that none are placed at a disadvantage over others, in accordance with the [Equality Act 2010](#). Consideration has been given to the impact that this policy might have with regard to the individual protected characteristics of those to whom it applies.

This document and any procedures contained within it are non-contractual and may be modified or withdrawn at any time. For the avoidance of doubt, it does not form part of your contract of employment.

1.3 Training and support

The organisation will provide guidance and support to help those to whom it applies to understand their rights and responsibilities under this policy. Additional support will be provided to managers and supervisors to enable them to deal more effectively with matters arising from this policy.

2 Scope

2.1 Who it applies to

This document applies to all employees of the organisation. Other individuals performing functions in relation to the organisation, such as agency workers, locums and contractors, are encouraged to use it.

Furthermore, it applies to clinicians who may or may not be employed by the organisation but who are working under the Additional Roles Reimbursement Scheme (ARRS).¹

2.2 Why and how it applies to them

This document has been produced to provide all staff at the surgery with the necessary level of information regarding the rationale for the use of CCTV systems in general practice and how to respond to patients who make enquires as to the use of such systems whilst also explaining how to respond to access requests for data generated by CCTV systems.

3 Definition of terms

3.1 Closed Circuit Television (CCTV)

CCTV (also referred to as surveillance camera system) is a system used for the recording and viewing of visual images for surveillance purposes.

3.2 Undirected surveillance

The gathering of images and information which is not targeted at any one individual

3.3 General Data Protection Regulation (GDPR)²

A legal framework which sets guidelines for the collection and processing of personal information of individuals within the EU

3.4 Surveillance Camera Code of Practice 2013³

The code details twelve guiding principles which strike a balance between protecting the public and upholding civil liberties. These are:

1. Use of a surveillance camera system must always be for a specified purpose which is in pursuit of a legitimate aim and necessary to meet an identified pressing need.
2. The use of a surveillance camera system must take into account its effect on individuals and their privacy, with regular reviews to ensure its use remains justified.
3. There must be as much transparency in the use of a surveillance camera system as possible, including a published contact point for access to information and complaints.

¹ [Network DES Contract specification 2020/21](#)

² [General Data Protection Regulation 2018](#)

³ [Surveillance Camera Code of Practice](#)

4. There must be clear responsibility and accountability for all surveillance camera system activities including images and information collected, held and used.
5. Clear rules, policies and procedures must be in place before a surveillance camera system is used and these must be communicated to all who need to comply with them.
6. No more images and information should be stored than that which is strictly required for the stated purpose of a surveillance camera system and such images and information should be deleted once their purposes have been discharged.
7. Access to retained images and information should be restricted and there must be clearly defined rules on who can gain access and for what purpose such access is granted. The disclosure of images and information should only take place when it is necessary for such a purpose or for law enforcement purposes.
8. Surveillance camera system operators should consider any approved operational, technical and competency standards relevant to a system and its purpose and work to meet and maintain those standards.
9. Surveillance camera system images and information should be subject to appropriate security measures to safeguard against unauthorised access and use.
10. There should be effective review and audit mechanisms to ensure legal requirements, policies and standards are complied within the organisation with regular reports being published.
11. When the use of a surveillance camera system is in pursuit of a legitimate aim, and there is a pressing need for its use, it should then be used in the most effective way to support public safety and law enforcement with the aim of processing images and information of evidential value.
12. Any information used to support a surveillance camera system which compares against a reference database for matching purposes should be accurate and kept up to date.

3.5 Data Protection Act 2018⁴

The UK data protection laws which complement the European Union's General Data Protection Regulation (GDPR)

⁴ [Data Protection Act 2018](#)

4 GDPR and Data Protection Act 2018

4.1 GDPR

The surgery has a legal requirement to ensure compliance with the GDPR and that personal data will be:

- Processed lawfully, fairly and in a transparent manner in relation to the data subject (“lawfulness, fairness and transparency”)
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those 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 must be taken to ensure that personal data that is inaccurate, having regard to the purposes for which it is processed, is 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 is processed
- 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

4.2 Data Protection Act 2018

GDPR gives member states limited opportunities to make provisions for how it applies in their country. One element of the DPA 2018 is the details of these. It is therefore important that the GDPR and the DPA 2018 are read side by side.⁵

5 Use of CCTV

5.1 Purpose

The purpose of CCTV at Friary House Surgery is to:

- Protect the safety, security and wellbeing of staff, patients, visitors and contractors
- Prevent and detect crime within the organisation and may be used to support the prosecution of offenders

⁵ www.ico.org.uk/for-organisations/data-protection-act-2018/

- Facilitate learning through reflection as a result of incidents occurring within the monitored areas

CCTV will not be used for any purpose other than those specified above.

5.2 Location

CCTV cameras are positioned in the following locations:

- A single camera on reception.
- An exterior camera covering the front public entrance.
- An exterior camera covering the rear staff entrance.
- An exterior camera covering the car park towards the car park entrance.

Cameras are all overtly positioned and do not impede upon any clinical areas within the organisation. Appropriate signage (see [Annex A](#)) is positioned throughout the organisation in the following locations:

- On all entrances in the carpark and in reception.

5.3 Retention of images and information

A proportionate approach is used to inform retention periods. However, images and information acquired from the surveillance system at the surgery will not be kept for longer than is necessary.⁶ There may, however, be occasions where it is necessary to retain images for a longer period, i.e., when a crime is being investigated.

The agreed retention period for CCTV images at Friary House Surgery is 30 days. All information is saved on HIKVISION 4 Channel DVR 5 Megapixel Turbo recorder with 2 TB HDD. The system is password protected.

5.4 Accessing retained images and information

Access to retained images is restricted to the data controller at Friary House Surgery who is Alison Shelton Managing Partner. In her absence, the Data and Facilities Manager Steve Shelton is authorised to access the retained images and information.

There may be, on occasion, requests by data subjects (individuals) to access images and information which are held about them. In accordance with the GDPR, all data subjects have a right to access their data and any supplementary information held by the surgery. Data subjects have a right to receive:

- Confirmation that their data is being processed
- Access to their personal data
- Access to any other supplementary information held about them

⁶ [Surveillance Camera Code of Practice – Principle 6](#)

The purpose for granting data subjects access is to enable them to verify the lawfulness of the processing of data held about them.

When a request to access images and information is received, the data subject is to be advised to complete the organisation's subject access request form. In line with GDPR, no fee can be charged for processing such requests.

Data controllers must respond to all data subject access requests within one month of receiving the request as per the [Access to medical records policy \(including SAR template\)](#)

5.5 Third party requests for access to images and information

Requests may be received from third parties to access images and information. Such instances include requests from solicitors to support either a claimant or defendant where a crime has been alleged.

The data controller must be able to satisfy themselves that the person requesting the data has the authority of the data subject. The responsibility for providing the required authority rests with the third party and is usually in the form of a written statement or consent form, signed by the data subject.

5.6 Disposal of images and information

As stated in paragraph 5.3, the images and information are stored for 30 days after which they are deleted. The deletion process is:

- Automatic deletion by overwriting.

5.7 Complaints

Should a patient, visitor or contractor have cause to complain about the organisation's CCTV system, the data controller should be contacted.

Patients, visitors and contractors are to be advised that complaints will be processed in accordance with complaints policy.

[Complaints procedure \(England\)](#)

[Complaints procedure \(Scotland\)](#)

[Complaints procedure \(Wales\)](#)

[Complaints procedure \(Northern Ireland\)](#)

5.8 Access register

The template at [Annex B](#) is to be used to record all access to the CCTV system.

5.9 Audit

The template at [Annex C](#) is to be used to audit the CCTV system at Friary House Surgery.

6 Summary

CCTV systems are valuable tools which enhance the safety, security and wellbeing of services, staff and patients at the surgery and are an increasingly common sight in GP practices.

In line with the relevant legislation and code of practice referenced in this policy, it is essential that the use of such systems and the staff who use them are compliant and that all guidelines and processes are complied with.



**This organisation
operates 24hr
CCTV surveillance**

Operated by:

Friary House Surgery

For the purpose of:

Crime prevention and public safety

For further information contact:

Steve Shelton Data & Facilities Manager

Annex B – Access register

| | |
|------------------------------------|--|
| Friary House Surgery | Data controller: Alison Shelton |
| CCTV System Access Register | Date: March 2022 |

| Date | Time | Reason for access | Outcome | Individual |
|-------------|--------------|--|--|------------------------------------|
| <i>EG:</i> | <i>14.30</i> | <i>Deletion of images in accordance with organisation policy</i> | <i>All images deleted successfully</i> | <i>I N Pain (Practice manager)</i> |
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Annex C – CCTV system audit

| Friary House Surgery | | Data controller: Alison Shelton | |
|---|--|--|-----------|
| CCTV system audit | | Date: | |
| Requirement | | Yes | No |
| Is the appropriate signage displayed throughout the organisation advising individuals that CCTV surveillance is taking place? | | | |
| Do the signs include who is responsible for operating the system and who to contact for further information? | | | |
| Is the system fit for purpose, i.e. does it capture quality images? | | | |
| Are all clinical areas excluded from CCTV surveillance? | | | |
| Does the system require regular maintenance or calibration? If so, is there an appropriate contract in place to facilitate this? | | | |
| Are images stored using encryption? | | | |
| Is access restricted to the images and information which are collected? | | | |
| Is there a subject access request form available for individuals and third parties to use to request access to images and information? | | | |
| Who can access images and information? Alison Shelton Managing Partner. Steve Shelton Data and Facilities Manager | | | |
| What is the retention period? 30 days | | | |
| What is the disposal process? Automatic erasure/ overwriting | | | |
| Does the organisation have a CCTV or surveillance policy? | | | |
| Does the policy reflect the GDPR? | | | |
| Is staff aware of the organisation policy and how to deal with requests and complaints? Enquiries and complaint to be forwarded to Data & Facilities Manager. | | | |
| Is the CCTV system included on the organisation asset register? | | | |
| Is there a log to record access and disposal? | | | |
| What training has staff received in relation to the use of the CCTV surveillance system? | | | |
| Additional comments: | | | |
| Signed: | | Name: | |

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