

GROVELANDS & GRENOBLE MEDICAL CENTRE

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CCTV Policy and Code of Practice

Persons responsible for review of this protocol: Rosemary Maduike

Date of last review: August 2015

Date of next review: July 2015

We have installed a CCTV system in our Surgery. Here's some more information about it.

Introduction

Closed circuit television (CCTV) is installed at the Practice premises for the purposes of **staff, patient and premises security**. Cameras are located at various places on the premises, and images from the cameras are recorded.

The use of CCTV falls within the scope of the Data Protection Act 1998 ("the 1998 Act"). This code of practice follows the recommendations issued by the Data Protection Commissioner in accordance with powers under Section 51 (3)(b) of the 1998 Act.

Why we have installed CCTV

- Ensure the safety of patients, personnel and property
- Reduce costs of vandalism and tipping around the surgery.
- Reduce costs of theft or damage to expensive medical equipment and other valuable assets
- Protect staff and patients by deterring and resolving disruptive and violent behaviour in waiting rooms and other public access zones

In order to comply with the requirements of the 1998 Act, data must be:

- Fairly and lawfully processed
- Processed for limited purposes and not in any manner incompatible with those purposes
- Adequate, relevant and not excessive
- Accurate
- Not kept for longer than is necessary
- Processed in accordance with individuals' rights
- Secure

The Practice's CCTV policy

1. CCTV is in place in the front and side entrance/ corridor, reception and the staff car park/ally way leading to the disable surgery entrance.
2. CCTV has been installed solely for the safety and security of our patients and staff.
3. Images are recorded 24 hours a day, seven days a week and stored on the hard drives of the recording devices. The recording devices are situated in reception and only the manager and partners of the

practice have access to the recordings. The manager regularly checks that the CCTV devices are working as intended.

4. All CCTV recordings are stored on our recording devices/ hard-drives for 30 days before being deleted.

RETENTION OF IMAGES

Images from cameras are recorded on the computer system (“the recordings”). Where recordings are retained for the purposes of security of staff, patient and premises, these will be held in secure storage, and access controlled. Recordings which are not required for the purposes of security of staff, patient and premises, will not be retained for longer than is necessary and no longer than 12 weeks.

ACCESS TO IMAGES

It is important that access to, and disclosure of, images recorded by CCTV and similar surveillance equipment 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.

ACCESS TO IMAGES BY PRACTICE STAFF

Access to recorded images is restricted to *the Data Controllers*, who will decide whether to allow requests for access by Data Subjects and/or third parties (see below).

Viewing of images must be documented as follows using the form at Appendix 2:

- The name of the person removing from secure storage, or otherwise accessing, the recordings
- The date and time of removal of the recordings
- The name(s) of the person(s) viewing the images (including the names and organisations of any third parties)
- The reason for the viewing
- The outcome, if any, of the viewing
- The date and time of replacement of the recordings

REMOVAL OF IMAGES FOR USE IN LEGAL PROCEEDINGS

In cases where recordings are removed from secure storage for use in legal proceedings, the following must be documented using the form at Appendix 2 :

- The name of the person removing from secure storage, or otherwise accessing, the recordings
- The date and time of removal of the recordings
- The reason for removal
- Any crime incident number to which the images may be relevant
- The place to which the recordings will be taken
- The signature of the collecting police officer, where appropriate

- The date and time of replacement into secure storage of the recordings

ACCESS TO IMAGES BY THIRD PARTIES

Requests for access to images will be made using the 'Application to access to CCTV images' form (which is at Appendix 1).

The Data Controllers will assess applications and decide whether the requested access will be permitted. Disclosure of recorded images to third parties will only be made in limited and prescribed circumstances. For example, in cases of the prevention and detection of crime, disclosure to third parties will be limited to the following:

- Law enforcement agencies where the images recorded would assist in a specific criminal enquiry
- Prosecution agencies
- Relevant legal representatives
- The Press/Media, where it is decided that the public's assistance is needed in order to assist in the identification of victim, witness or perpetrator in relation to a criminal incident. As part of that decision, the wishes of the victim of an incident should be taken into account
- People whose images have been recorded and retained (unless disclosure to the individual would prejudice criminal enquiries or criminal proceedings)

All requests for access or for disclosure should be recorded. If access or disclosure is denied, the reason should be documented as above.

The practice reserves the right to levy a £10 maximum charge for the provision of CCTV images.

DISCLOSURE OF IMAGES TO THE MEDIA

If it is decided that images will be disclosed to the media (other than in the circumstances outlined above), the images of other individuals must be disguised or blurred so that they are not readily identifiable.

If the CCTV system does not have the facilities to carry out that type of editing, an editing company may need to be used to carry it out.

If an editing company is used, then the Data Controllers must ensure that there is a contractual relationship between them and the editing company, and;

- That the editing company has given appropriate guarantees regarding the security measures they take in relation to the images
- The written contract makes it explicit that the editing company can only use the images in accordance with the instructions of the Data Controllers
- The written contract makes the security guarantees provided by the editing company explicit

ACCESS BY DATA SUBJECTS

This is a right of access, which is provided by section 7 of the 1998 Act. Requests for access to images will be made using the 'Application to access to CCTV images' form (which is at Appendix 1), accompanied by a £10 fee (non-refundable if the request is declined).

Individuals should also be provided with the practice **CCTV Policy** which describes the type of images which are recorded and retained, the purposes for which those images are recorded and retained, and information about the disclosure policy in relation to those images.

PROCEDURES FOR DEALING WITH AN ACCESS REQUEST

All requests for access by Data Subjects will be dealt with by the *Practice Manager*.

The Data Controllers will locate the images requested. The Data Controllers will determine whether disclosure to the Data Subject would entail disclosing images of third parties.

The Data Controllers will need to determine whether the images of third parties are held under a duty of confidence. In all circumstances the Practice's indemnity insurers will be asked to advise on the desirability of releasing any information.

If third party images are not to be disclosed, the Data Controllers will arrange for the third party images to be disguised or blurred. If the CCTV system does not have the facilities to carry out that type of editing, an editing company may need to be used to carry it out. If an editing company is used, then the Data Controllers must ensure that there is a contractual relationship between them and the editing company, and;

- That the editing company has given appropriate guarantees regarding the security measures they take in relation to the images
- The written contract makes it explicit that the editing company can only use the images in accordance with the instructions of the Data Controllers
- The written contract makes the security guarantees provided by the editing company explicit

The *Practice Manager* will provide a written response to the Data Subject within 21 days of receiving the request setting out the Data Controllers' decision on the request.

A copy of the request and response should be retained.

COMPLAINTS

Complaints must be in writing, and addressed to the *Practice Manager*. Where the complainant is a third party, and the complaint or enquiry relates to someone else, the written consent of the patient or Data Subject is required. All complaints will be acknowledged within 7 days, and a written response issued within 21 days.

ENQUIRIES

All enquiries regarding this policy should be made to the Practice Manager.

APPENDIX 1

DATA PROTECTION ACT - APPLICATION FOR CCTV DATA ACCESS

ALL Sections must be fully completed. Attach a separate sheet if needed.

Name and address of Applicant	
Name and address of "Data Subject" – i.e. the person whose image is recorded	
If the Data Subject is not the person making the application, please obtain a signed consent from the Data Subject opposite	Data Subject signature.....
If it is not possible to obtain the signature of the Data Subject, please state your reasons.	
Please state your reasons for requesting the image.	
Date on which the requested image was taken.	
Time at which the requested image was taken.	
Location of the Data Subject at time image was taken (i.e. which camera or cameras.)	
Full description of the individual, or alternatively, attach to this application a range of photographs to enable the Data Subject to be identified by the operator.	
Please indicate whether you (the Applicant) will be satisfied by viewing the image only.	

On receipt of a fully completed application and the £20 fee, a response will be provided as soon as possible, and in any event within 40 days. In the event of a declined application the fee is non-refundable.

PRACTICE USE ONLY	PRACTICE USE ONLY
Access granted (tick)	
Access not granted (tick)	Reason for not granting access:
Data Controller's name:	
Signature:	
Date:	

APPENDIX 2

Grovelands & Grenoble Medical Centre

CCTV POLICY

RECORD OF ACCESS TO CCTV DATA

Name of person accessing data	Date and time	Name of person viewing data	Reason for viewing (incl crime number if applicable)	Data Removed Y / N	Signature of person removing if applicable