



CCTV Policy

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1. Policy Statement:

This policy sets out Acorn Recovery Project's position on the use of Closed-Circuit Television (CCTV) in our Tier 4 treatment centre, Tier 4 properties, and Supported Accommodation properties. It explains its effect on tenants, staff, contractors, and visitors.

Acorn uses CCTV within some of our properties and the purpose of this policy is to set out our position as to the management, operation and use of CCTV across the dispersed properties.

1. Purpose and Scope

The primary uses of CCTV are to assist in the Protection and Safety of Persons and Property, Prevention or Detection of Criminal Offences and Legal Claims.

The systems comprise of fixed cameras located both externally and internally for the purpose of capturing images of intruders or of individuals damaging property, engaging in drug use, removing goods without authorisation and/or instances of poor behaviour and emergency incidents.

2. Principles

The following principles apply:

- a. CCTV will be installed only when and where it is necessary.
- b. Calico will ensure that all cameras are set up in a way that ensures that there is minimal intrusion of privacy, and that any intrusion is fully justified.
- c. CCTV will be sited in communal areas only.
- d. Signs will be displayed prominently to inform tenants, employees, contractors, visitors, and other individuals that CCTV is in use.
- e. No images and information will be stored beyond those which are strictly required for the stated purpose of a surveillance camera system.
- f. Access to retained images and information will be restricted to designated responsible persons who can gain access.
- g. Surveillance images and information will be subject to appropriate security measures to safeguard against unauthorised access and use.

3. CCTV Footage

Live CCTV footage should only be viewed by: Directors and Management.

Access can be approved on an incident-by-incident basis. Once access is approved by Management, recorded CCTV footage can be reviewed (not deleted or amended) by:

- Chief information officers
- Acorn Managers
- Acorn Data & Performance Coordinator
- HR Manager
- Statutory bodies such as Police, HSE etc.

4. Data Protection

If you have any concerns or questions about our use of your personal data, you can contact our Data Protection Officer by emailing Dataprotection@calico.org.uk

5. Complaints

Complaints about the operation of the CCTV system should be addressed initially to Calico Management and your complaint will be forwarded to the relevant department/persons for investigation into the complaint.

6. Monitoring and Review

This policy will be reviewed annually, or sooner if there is a policy need or legislative change.