**WCT Closed-Circuit Television (CCTV) Policy**

**1. Policy Brief and Purpose**

This policy sets out the purpose, use, and management of Closed-Circuit Television (CCTV) systems operated by WCT. The objective is to ensure the use of CCTV is carried out responsibly, lawfully, and in accordance with applicable data protection legislation and privacy rights.

**2. Scope**

This policy applies to all employees, contractors, visitors, and third parties who may be captured on CCTV images within or around WCT premises.

**3. Objectives of CCTV Use**

CCTV systems are installed and used for the following purposes:

- To enhance the safety and security of staff, visitors, and property.

- To deter and detect criminal activity or misconduct.

- To assist in investigating incidents, accidents, or disciplinary matters.

- To monitor access to and movement within secure areas.

- To comply with legal, regulatory, or contractual obligations.

**4. System Operation**

-The cameras show and record only video, they do not record audio and do not have facial or number plate recognition technology. They are to NACP20 standard and have been installed in partnership with Worcester City Council.

-The cameras offer a live video feed, but this is not constantly monitored. The video feed is displayed in each centre’s main office which is locked and only accessible by WCT staff. The feed is timed and dated. The system is regularly reviewed and maintained.

- CCTV cameras are located in strategic positions across the premises, including entrances, exits, and key operational areas.

- Cameras will not be installed in private areas such as toilets or changing rooms.

- The system operates continuously (24/7), unless otherwise stated.

- Images may be monitored in real time and recorded for later review.

-There are signs inside and outside all buildings indicating the presence of CCTV monitoring.

**5. Data Storage and Retention**

- Recorded footage is stored securely in a restricted-access environment.

- Footage is stored on each individual CCTV system for a period of between 1-4 months, dependent on the capacity of the hard drive. Unless required for a specific investigation or legal matter.

- After the retention period, footage will be deleted or overwritten.

**6. Access and Disclosure**

Access to recorded footage is restricted to authorised personnel only, including Hub Managers, Facilities & Customer Services Manager, Senior Leadership Team and other members of staff under supervision, when deemed necessary.

Disclosure of footage will only occur in the following cases:

- To law enforcement or regulatory bodies with appropriate authority

- In response to a data subject access request (where applicable).

- As evidence in disciplinary or legal proceedings.

- CCTV footage may be shared with a member of the public, officer of the City Council, WCT staff member or other official when the public interest or interests of the member of the public outweigh the interests of any individuals being filmed.

**7. Data Subject Rights**

Individuals have the right to:

- Request access to CCTV footage in which they are identifiable.

- Request correction of personal data or deletion of personal data captured on CCTV (subject to legal exemptions).

- Lodge a complaint with the appropriate data protection authority.

**Requests should be made in writing to:**

Helen Davis, CEO

Email: Helen@worcesterscommunitytrust.org.uk

**Address:** The Green Centre, Gresham Road, Dines Green, Worcester, WR2 5QS

**8. Responsibilities**

- The Facilities team is responsible for the operation and maintenance of the CCTV system.

- All employees must comply with this policy and report any misuse or concerns to a member of the Senior Leadership Team

**9. Policy Review**

This policy will be reviewed annually or in response to significant changes in the law or operations. Access to this policy will be on our website and a QR code available to link to the Policy

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| Policy last update | April 2025 |
| Scheduled for review on | April 2026 |
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