



CCTV Policy

Code of Practice

Our Commitment to a Safer Castle Vale

We use CCTV across Castle Vale to help create a safer & welcoming environment for everyone. This policy explains how we manage our CCTV system, how it supports community safety, and how we protect your privacy.

Why We Use CCTV

Our CCTV system is here to:

- Help prevent and detect crime
- Support the police and other authorities in investigations
- Deter anti-social behaviour and public disorder
- Monitor public areas during emergencies
- Create a safer community for everyone

We believe that everyone deserves to feel safe where they live, work, and visit.

CCTV is one of the ways we support that goal.



Our Camera Locations

Cameras are placed in key public areas across Castle Vale. They're monitored from a secure control room by trained staff. We only place cameras where they're needed and where they can make a real difference.

We always put up clear signs to let you know when you're entering an area covered by CCTV.

Using & Protecting Your Information

We take your privacy seriously. All footage is handled in line with the Data Protection Act 2018 and other relevant laws.

Here's how we protect your rights:

- Footage is recorded 24/7 and kept for 28 days unless needed for an investigation.
- Only trained staff and authorised people (like the police) can access the footage.
- We never use cameras to look inside homes or private spaces.

If you want to see footage of yourself, you can make a request under your data rights.



Who Can See The Footage

Access to CCTV footage is tightly controlled. It may be shared with:

- Law enforcement agencies
- Legal representatives or insurers (in specific cases)
- The media, but only if the police believe it will help solve a crime and the people involved agree
- Individuals who appear in the footage, unless it would affect a police investigation

Keeping Things Transparent

We regularly review how we use CCTV to make sure it's working well and meeting legal standards. Our team is trained to follow strict procedures, and any misuse of the system is taken very seriously.

Your Rights & Privacy

We're committed to protecting your privacy. Cameras are placed to avoid looking into private homes, and our operators are trained to respect people's rights. If there's ever a risk of intrusion, we use privacy filters or adjust the camera's view.

You have the right to request access to footage of yourself. We'll always handle these requests in line with data protection laws.

The Control Room

The CCTV control room is a secure space. Only authorised staff and visitors with a clear reason for being there are allowed in. Everyone who enters must sign in and agree to keep what they see confidential.

Working With Others

We may share footage with:

- The police or other law enforcement agencies
- Legal teams or insurers (with the right permissions)
- The media, but only in rare cases where it helps solve a crime and the people involved agree
- Individuals who appear in the footage, unless it would affect an investigation

Staying Accountable

Our CCTV and Estates Manager oversees the system and makes sure everything runs smoothly. They're responsible for:

- Day-to-day management of the control room
- Making sure staff follow the rules
- Investigating any concerns or breaches

Any misuse of the system is taken seriously and could lead to disciplinary action.

Legal Framework

We follow all relevant laws and guidance, including:

- **Data Protection Act 2018**
- **Human Rights Act 1998**
- **Criminal Procedures and Investigations Act 1996**
- **Regulation of Investigatory Powers Act 2000**
- **Private Security Industry Act 2001**
- **Information Commissioner's CCTV Code of Practice**

Want To Know More?

You can read more about how we handle personal data in our Privacy Policy.

Reporting

If you've seen something concerning or want to report an incident captured on CCTV, you can email us at [**CCTV@cvch.org.uk**](mailto:CCTV@cvch.org.uk).

We'll look into every report and investigate where appropriate. Due to data protection laws, we won't be able to respond directly or share any updates about the outcome of your report.



The Pioneer Group

pioneergroup.org.uk