

The Leeds Library CCTV Policy DRAFT

Reviewed April 2022 by Sarah West

1.0 Background

1.1 The Leeds Library uses closed circuit television (CCTV) images for the prevention, identification and reduction of crime and monitor the library building in order to provide a safe and secure environment for Staff, Members and visitors, and to prevent the loss or damage to Library property.

1.2 The system comprises of 11 fixed cameras. All cameras will record visual feed only except for foyer which will also record audio.

1.3 The CCTV system is owned and operated by The Leeds Library and the deployment of which is determined by the Library's board of trustees.

1.4 The CCTV is monitored centrally from locked computer in the server room by the CEO, Librarian and Administrator.

1.5 The Library's CCTV Scheme is registered with the Information Commissioner under the terms of the Data Protection Act. This policy outlines the Library's use of CCTV and how it complies with the Act.

1.6 All authorised operators and employees with access to images are aware of the procedures that must be followed when accessing recorded images. All authorised operators are trained in their responsibilities under the CCTV code of practice. (Authorised operators are the CEO, Administrator and Librarian)

1.7 The Leeds Library complies with Information Commissioner's Office (ICO) CCTV Code of Practice to ensure it is used responsibly and safeguards both trust and confidence in its continued use.

1.8 The use of the CCTV system will be conducted in a professional, ethical, and legal manner and any diversion of the use of CCTV security technologies for other purposes is prohibited by this policy e.g. CCTV will not be used for monitoring employee performance.

1.9 CCTV monitoring of public areas for security purposes will be conducted in a manner consistent with all existing policies adopted by the Library, including codes of practice for dealing with complaints of Bullying & Harassment and Sexual Harassment and other relevant policies.

2.0 Justification for use of CCTV

2.1 The Leeds Library is also required to have recordable CCTV to meet the requirements of its premises licence.

2.2 The use of CCTV to control the Library for security purposes has been deemed to be justifiable by the Library's board of trustees. The system is intended to capture images of intruders or of individual damaging property or removing goods without authorisation or of anti-social behaviour.

2.3 CCTV systems will not be used to monitor normal activities within the Library.

3.0 Data Protection Impact Assessments

3.1 Where new CCTV systems or cameras are to be installed, the Library will carry out a full Data Protection Impact assessment identifying risks relating to the installation and ensuring full compliance with data protection legislation. This may involve the need for consultation with Staff and Trustees.

4.0 Location of Cameras

4.1 Cameras will be sited so they only capture images relevant to the purposes for which they are installed, and care will be taken to ensure that reasonable privacy expectations are not violated.

4.2 The Library will ensure that the location of equipment is carefully considered to ensure that images captured comply with the Data Protection Act. The Library will make every effort to position cameras so that their coverage is restricted to the Library premises.

4.3 Use of CCTV to monitor areas where individuals would have a reasonable expectation of privacy would be difficult to justify. The Library have endeavoured to select locations for the installation of cameras which are least intrusive to protect the privacy of individuals.

4.4 Cameras placed so as to record external areas are positioned in such a way as to prevent or minimise recording of passers-by or another person's private property.

4.5 CCTV Video monitoring and recording of public areas may include the following:

- The Entrance and Entrance Foyer
- The Basement
- The Main rooms of the Library
- The Old Librarians Office

5.0 Covert Surveillance

5.1 The Leeds Library will not engage in covert surveillance.

6.0 Notification

6.1 A copy of this CCTV Policy will be provided on request to Staff, Trustees, members and visitors to the Library and will be made available on the Library website.

6.2 Adequate signage will be placed around the Library to indicate that CCTV is in operation.

6.3 Adequate signage will also be prominently displayed at the entrance to The Library. Signage shall include the name and contact details of the data controller.

Appropriate places for signage will include:

- Next to Library entrance
- Members notice board at top of main stairs
- Entrance to basement (Back stairs)
- Members notice board next to Kitchen

7. Storage and Retention

7.1 The Images captured by the CCTV systems will be retained for a maximum of 30 days, except where the image identifies an issue and is retained specifically in the context of an investigation/prosecution of that issue.

7.2 The images/ recordings will be stored in a secure environment with a log of access kept.

7.3 Access will be restricted to authorised personnel. Supervising the access and maintenance of the CCTV system is the responsibility of the CEO. The CEO may delegate the administration of the CCTV system to another member of staff.

7.4 In certain circumstances, the recordings may also be viewed by other individuals in order to achieve the objectives set out above. When CCTV recordings are being viewed, access will be limited to authorised individuals on a need-to-know basis.

7.5 Files will be stored in a secure environment with a log of access to files kept. Access will be restricted to authorised personnel. Similar measures will be employed when using disc storage, with automatic logs of access to the images created.

8.0 Access

8.1 Recorded footage and the monitoring equipment will be securely stored in a restricted area. Unauthorised access to the system will not be permitted at any time. The system will be locked when not being used by authorised personnel.

8.2 Access to the CCTV system and stored images will be restricted to authorised personnel only.

8.3 The camera in the foyer is the only camera with the audio function enabled. The library will only listen to audio from the foyer cameras if proof of a conversation is needed. When listening to audio records two authorised members of staff must be present. A written record of access will be made. Record of access must be kept.

8.4 When accessing images two authorised members of staff must be present. A written record of access will be made. Record of access must be kept.

8.5 A record of the date of any disclosure request along with details of who the information has been provided to (the name of the person and the organisation they represent), why they required it and how the request was dealt with will be made and kept, in case of challenge.

8.6 Data will be provided to those requests authorised in a permanent format where possible. If this is not possible the data subject will be offered the opportunity to view the footage.

8.7 In relevant circumstances, CCTV footage may be accessed:

- By the police where The Leeds Library are required by law to make a report regarding the commission of a suspected crime; or
- Following a request by the police when a crime or suspected crime has taken place and/or when it is suspected that illegal/anti-social behaviour is taking place on The Library's property; or
- To the HSE and/or any other statutory body charges with child safeguarding; or
- To assist the Trustees in establishing facts in cases of unacceptable staff or members behaviour; or
- To data subjects (or their legal representatives), pursuant to a Subject Access Request; or
- To individuals (or their legal representatives) subject to a court order; or
- To the Library's insurance company where the insurance company requires same in order to pursue a claim for damage done to the insured property; or

9.0 Subject Access Requests (SAR)

9.1 Individuals have the right to request access to CCTV footage relating to themselves under the Data Protection Act.

9.2 Individuals submitting requests for access will be asked to provide sufficient information to enable the footage relating to them to be identified. For example, date, time and location.

9.3 The Library will respond to requests within 30 calendar days of receiving the request in line with the Library's right of access policy.

9.4 The Library reserves the right to refuse access to CCTV footage where this would prejudice the legal rights of other individuals or jeopardise an on-going investigation.

9.5 A record of the date of disclosure along with details of who the information has been provided to (the name of the person and the organisation they represent) and why they require it will be made.

9.6 In giving a person a copy of their data, the Library will provide a still/series of still pictures, a tape or a disc with relevant images. However, other images of other individuals will be obscured before the data is released.

9.7 Where footage contains images relating to 3rd parties, the Library will take appropriate steps to mask and protect the identities of those individuals.

10. Complaints

10.1 Complaints and enquiries about the operation of CCTV within the Library should be directed to the CEO in the first instance.

11 Staff training

11.1 Staff authorised to access the CCTV system will be trained to comply with this policy. Staff will understand that all information relating to the CCTV images must be handled securely.

11.2 Staff will receive appropriate training to enable them to identify and handle different requests according to the regulations.

11.3 Staff misuse of surveillance system information will lead to disciplinary proceedings.

12.0 Responsibilities

12.1 The CEO (or nominated deputy) will:

- Ensure that the use of CCTV systems is implemented in accordance with the policy set down by The Library.

- Oversee and co-ordinate the use of CCTV monitoring for safety and security purposes within the Library.
- Ensure all existing CCTV monitoring systems will be evaluated for compliance with this policy.
- Ensure that the CCTV monitoring at The Leeds Library is consistent with the highest standards and protections.
- Review camera locations and be responsible for the release of any information or recorded CCTV materials stored in compliance with this policy.
- Maintains a record of access to or the release of tapes or any material recorded or stored in the system.
- Ensure that the perimeter of view from fixed location cameras conforms to this policy both internally and externally.
- Give consideration to both staff and members feedback/complaints regarding the possible invasion of privacy or confidentiality due to the location of a particular CCTV camera or associated equipment.
- Ensure all areas being monitored are not in breach of an enhanced expectation of the privacy of individuals within the Library and be mindful that no infringement is likely to take place.
- Co-operation with the Health & Safety officer in reporting on the CCTV system within the Library.
- Ensure that external cameras are non-intrusive in terms of their positions and views of neighbouring residential housing and comply with the principle of “reasonable Expectation of Privacy”
- Ensure that monitoring footage are stored in a secure place with access by authorised personnel only.
- Ensure that images recorded on tapes/DVDs/digital recordings are stored for a period not longer than 30 days and are then erased unless required as part of a criminal investigation or court proceedings (criminal or civil).
- Ensure that when a zoom facility on a camera is being used, there is a second person present with the operator of the camera to guarantee there is no unwanted invasion of privacy.
- Ensure that when audio is being listened to (only to be used on Foyer cameras) , there us a second person present with the operator of the camera to guarantee there is no unwanted invasion of privacy.
- Ensure that camera control is solely to monitor suspicious behaviour, criminal damage etc. and not to monitor individual characteristics.
- Ensure that camera control is not infringing an individual’s reasonable expectation of privacy in public areas.