



Acting as the agent on behalf of the Landlord Hearthstone Properties Ltd for 44 Westerfield Road, Ipswich, Suffolk, IP4 2PH

## CCTV Policy

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## 1. Policy Statement

1.1 Hearthstone Properties Ltd, referred to as “we”, “us” or “our” in this policy, is the data controller.

We believe that CCTV and other surveillance systems have a legitimate role to play in helping to maintain a safe and secure environment for all our tenants. However, we recognise that this may raise concerns. Images recorded by surveillance systems are personal data which must be processed in accordance with data protection laws. We are committed to complying with our legal obligations and ensuring that the legal rights of tenants, relating to their personal data, are recognised and respected.

## 2. Definitions

For the purposes of this policy, following terms have the following meanings:

**CCTV:** means fixed and domed cameras designed to capture and record images of individuals and property.

**Data:** is information which is stored electronically, or in certain paper-based filing systems. In respect of CCTV, this generally means video images. It may also include static pictures such as printed screen shots.

**Data Subjects:** means all living individuals about whom we hold personal information as a result of the operation of our CCTV system.

**Personal Data:** means data relating to a living individual who can be identified from that data (or other data in our possession). This will include video images of identifiable individuals.

**Data Controllers:** are the people who, or organisations which, determine the manner in which any personal data is processed. They are responsible for establishing practices and policies to ensure compliance with the law. We are the data controller of all personal data used in our business for our own commercial purposes.

**Data Users:** are those of our employees whose work involves processing data. This will include those whose duties are to operate CCTV cameras and other surveillance systems to record, monitor, store, retrieve and delete images. Data users must protect the data they handle in accordance with this policy.

**Data Processors:** is any person or organisation that is not a data user (Or other employee of a data controller) that processes data on our behalf and in accordance with our instructions (for example, a supplier which handles data on our behalf).

**Processing:** is any activity which involves the use of data. It includes obtaining, recording or holding data, or carrying out any operation on the data, including organising, amending, retrieving, using, disclosing or destroying it. Processing also includes transferring personal data to third parties.



**Surveillance systems:** means any devices or systems designed to monitor or record images of individuals or information relating to individuals. The term includes CCTV systems as well as any technology that may be introduced in the future, such as automatic number plate recognition (ANPR), body worn cameras, unmanned aerial systems and any other systems that capture information of identifiable individuals or information relating to identifiable individuals.

### 3. About this Policy

- 3.1 We use CCTV cameras to view and record individuals on & around the exterior of our premises. This policy outlines why we use CCTV, how we will process data recorded by CCTV cameras to ensure we are compliant with data protection law and best practice. This policy also explains how to make a subject access request in respect of personal data created by CCTV.
- 3.2 We recognise that information that we hold about individuals is subject to data protection legislation. The images of individuals recorded by CCTV cameras are personal data and therefore subject to the legislation. We are committed to complying with all our legal obligations and seek to comply with best practice suggestions from the Information Commissioner's Office (ICO).
- 3.3 This policy covers all the tenants and may also be relevant to visiting members of the public

### 4. Reasons for the use of CCTV

- 4.1 We are currently using CCTV around the exterior of our premises as outlined below. We believe that such use is necessary for legitimate business purposes, including:
  - (a) For the personal safety of tenants, visitors and members of the public and to act as a deterrent against crime and anti-social behaviour.
  - (b) To assist in the effective resolution of disputes.
  - (c) To prevent crime and protect buildings and assets from damage, disruption, vandalism and other crime. To assist in day-to-day management, including ensuring the health and safety of tenants, visitors and members of the public.
  - (d) To support law enforcement bodies in the prevention, detection and prosecution of crime.
  - (e) To assist in the defence of any civil litigation, including breach of your Tenancy Agreement.

This list is not exhaustive and other purposes may be or may become relevant.



## 5. Monitoring

- 5.1 CCTV monitors the exterior of the premises and most of the conservatory for 24 hours a day. This data is continuously recorded.
- 5.2 Camera locations are chosen to minimise viewing of spaces not relevant to the legitimate purpose of the monitoring. As far as practically possible, CCTV cameras will not focus on private homes, or other areas of private property. There is no CCTV coverage of any other internal part of the house.
- 5.3 Surveillance systems will not be used to record sound.
- 5.4 Images are not monitored but may be viewed by authorised personnel if investigating an issue.

## 6. How we will operate any CCTV

- 6.1 CCTV cameras are placed on the premises, covering all external doors & the driveway. Signs at the entrance of the driveway alert individuals that their image may be recorded.
- 6.2 Live feeds from CCTV cameras will only be monitored where this is reasonably necessary, for example to protect health and safety.
- 6.3 We will ensure that live feeds from cameras and recorded images are only viewed by authorised personnel whose role requires them to have access to such data.

## 7. Use of Data Gathered by CCTV

- 7.1 In order to ensure that the rights of individuals recorded by CCTV system are protected, we will ensure that data gathered from CCTV cameras is stored in a way that maintains its integrity and security. This may include encrypting the data where it is possible to do so.
- 7.2 Given the large amount of data generated by surveillance systems, we may store video footage using the cloud computing system. We will take reasonable steps to ensure that any cloud service provider maintains the security of our information, in accordance with industry standards.
- 7.3 We may engage data processors to process data on our behalf. We will ensure reasonable contractual safeguards are in place to protect the security and integrity of the data.

## 8. Retention and Erasure of Data Gathered by CCTV

Data recorded by the CCTV system will be stored digitally. The system auto deletes any images that are over 30 days old on a 24 hour cycle. Where data is manually saved by authorised personnel for reasons set out in Section 4, data will be kept until the issue is resolved. Any physical matter such as discs, memory sticks or hard copy prints will be disposed of as confidential waste.



We will maintain a comprehensive log of when this data is deleted.

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## 9. Use of Additional Surveillance Systems

- 9.1 Prior to introducing any new surveillance system, including placing a new CCTV camera in any location, we will carefully consider if they are appropriate by carrying out a privacy impact assessment (PIA).
- 9.2 A PIA is intended to assist us in deciding whether new surveillance cameras are necessary and proportionate in the circumstances and whether they should be used at all or whether any limitations should be placed on their use.
- 9.3 Any PIA will consider the nature of the problem that we are seeking to address at that time and whether the surveillance camera is likely to be an effective solution, or whether a better solution exists. In particular, we will consider the effect a surveillance camera will have on individuals and therefore whether its use is a proportionate response to the problem identified.
- 9.4 No surveillance cameras will be placed in areas where there is an expectation of privacy (for example, in bedrooms or bathrooms).

## 10. Covert Monitoring

- 10.1 We will never engage in covert monitoring or surveillance (That is, where individuals are unaware that the monitoring or surveillance is taking place) unless, in highly exceptional circumstances, there are reasonable grounds to suspect that criminal activity or extremely serious malpractice is taking place and, after suitable consideration, we reasonably believe there is no less intrusive way to tackle the issue.
- 10.2 In the unlikely event that covert monitoring is considered to be justified, the decision to carry out covert monitoring will be fully documented and will set out how the decision to use covert means was reached and by whom. The risk of intrusion will always be a primary consideration in reaching any such decision.
- 10.3 Only limited numbers of authorised personnel will be involved in any covert monitoring.
- 10.4 Covert monitoring will only be carried out for a limited and reasonable period of time consistent with the objectives of making the recording and will only relate to the specific suspected illegal or unauthorised activity.

## 11. On-going Review of CCTV use

We will ensure that the on-going issue of existing CCTV cameras in the premises is reviewed periodically to ensure that their use remains necessary and appropriate, and that any surveillance system is continuing to address the needs that justified its introduction.

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## 12. Requests for Disclosure



- 12.1 We may share data with other associated companies or organisations, for example shared services partners where we consider that this is reasonably necessary for any of the legitimate purposes set out above in paragraph 4.1.
- 12.2 In other appropriate circumstances we may allow law enforcement agencies to view or remove CCTV footage where this is required in the detention or prosecution of crime.
- 12.3 We will maintain a record of all disclosures of CCTV footage.
- 12.4 No images from CCTV will ever be posted online or disclosed to the media.

### 13. Subject Access Requests

- 13.1 Data subjects may make a request for disclosure of their personal information and this may include CCTV images (**data subject access request**). A data subject access request is subject to statutory conditions and should be made in writing.
- 13.2 In order for us to locate relevant footage, any requests for copies of recorded CCTV images must include the date and time of the recording, the location where the footage was captured and, if necessary, information identifying the individual.
- 13.3 We reserve the right to obscure images of third parties when disclosing CCTV data as part of a subject access request, where we consider it necessary to do so.

### 14. Complaints

- 14.1 If any tenant has questions about this policy or any other concerns about our use of CCTV, then they should speak to us in the first instance. We may be contacted on [allusers@leapropertyservices.co.uk](mailto:allusers@leapropertyservices.co.uk)
- 14.2 Where this is not appropriate or matters cannot be resolved informally, tenants may complain to the Information Commissioner's Office. For further details visit [www.ico.org.uk](http://www.ico.org.uk).

### 15. Your Rights

- 15.1 You have the right to:
  - (a) Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
  - (b) Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
  - (c) Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we require to erase your personal



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data to comply with local law. Note, however, that we may not always be able to comply with your request or erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

- (d) Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which overrides your rights and freedoms.
- (e) Request restriction of processing of your data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data, be we need to verify whether we have overriding legitimate grounds to use it.
- (f) Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- (g) Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

**Hearthstone Properties Ltd use CCTV at these premises.  
You acknowledge that you have read and understood the CCTV Policy.**

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**Signature**

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**Print Name**

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**Date**