



Procedure for the Use of Closed Circuit Television

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1. Purpose of this Procedure

This procedure supports the legislative framework for CCTV (Code of Practice, Information Commissioner's Office, 2008).

1.1 Libraries NI has installed CCTV systems to:

- Assist in the management of challenging behavior in respect of members of the public;
- Provide reassurance for staff, in particular where single staffing is in place;
- Assist in the management of safeguarding issues;
- Assist with the investigation of incidents that may arise;
- Provide evidence to assist in the investigation of incidents.

1.2 All staff must be aware of the purposes for which the procedure has been established.

1.3 All staff working in the library must be aware that they are only able to use the equipment in order to achieve these purposes. Use for any other purpose could lead to disciplinary action.

2. Siting of Cameras/Monitors

As CCTV systems are capable of capturing images of all activities within the field of view it is essential that the location of the equipment is carefully considered. The standards to be met under this procedure are set out below.

2.1 Libraries will clearly display a sign, on the interior of the building, stating "CCTV IN OPERATION. CCTV images are being monitored and recorded for the purposes of crime prevention and public safety", so that public and staff are aware that the building is covered by CCTV.

2.2 The equipment should be sited in such a way that it only monitors those spaces which are intended to be covered by the equipment:

- Library entrance doors (interior to exterior view);
- Counter area;
- Main library area;
- Computer area;
- Entrance to staff area;
- Separate corridor and stair areas.

2.3 Monitors displaying live images from CCTV equipment should be sited and angled in such a way as to generally not be visible to customers.

3. Images

3.1 Quality: The quality and clarity of images is vitally important if CCTV is to achieve its intended purpose. To ensure quality and clarity the following standards will be adhered to:

- Staff will log a maintenance call immediately in the event of equipment breakdown, damage or deterioration in image quality;
- Staff will check regularly that the date and time stamp being recorded is accurate;
- A regular/annual maintenance regime will be in place.

3.2 Retention: Images will be retained for a period of time commensurate with the purposes for which they were recorded. Retention periods will range from seven to twenty-eight days depending on the equipment being used.

3.3 Disposal: Images stored on removable media such as DVDs will be erased or destroyed once the purpose of recording is no longer relevant. Recorded media and any digital copy must be destroyed securely following WEEE (Waste Electrical and Electronic Equipment Guidelines) disposal arrangements. Staff should contact their local Regional Admin. Centre to raise a requisition for this to be carried out.

4. Requests to View/Obtain a Copy of CCTV Images

Images recorded by CCTV equipment are personal data and therefore subject to the Data Protection Act 1998. The Act:

- Gives individuals, whose images are recorded on CCTV equipment, the right to view images of themselves and be provided with a copy;
- Specifies certain circumstances when unauthorised third parties (e.g. PSNI) can view/obtain a copy of CCTV images
- States that a maximum fee of £10 can be charged to process requests to obtain copies of personal data.

Requests to view and/or obtain a copy of CCTV images will be dealt with in accordance with the procedure and flow chart below.

4.1 Viewing or copying CCTV images will be:

- Restricted and carefully controlled to protect privacy rights;
- Consistent with the purposes for which the system was installed (section 1).

4.2 The PSNI are permitted to view images to ascertain if they contain data relevant to their investigations. However PSNI requests to obtain a copy of images must be submitted on a PSNI Form 81^[1]. All other requests to view/obtain copies of images must be submitted in writing. Requests can be submitted by letter, fax, e-mail or by completing a Request to View or Obtain a Copy of CCTV Images form (Appendix 1).

4.3 When a request is received staff will contact Assets immediately to arrange for the images to be identified and downloaded by a suitably qualified engineer.

4.4 Staff will track action relating to requests to view/obtain CCTV images on the Record of Request to View/Obtain a Copy of CCTV Images form (Appendix 2).

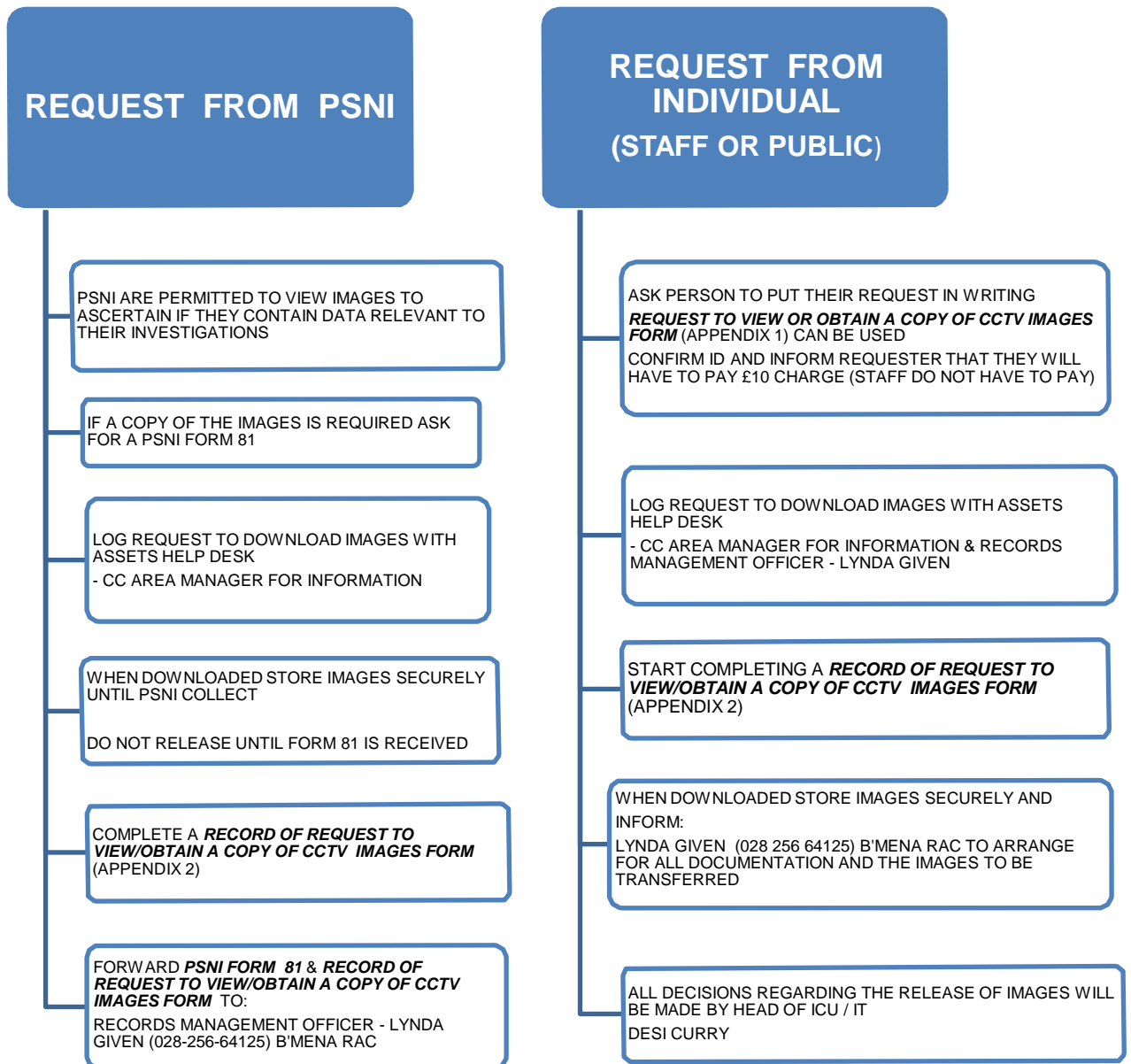
4.5 Confirmation of the requester's identity will be required. For details see Record of Request to View/Obtain a Copy of CCTV Images form (Appendix 2).

^[1]In certain circumstances the PSNI may remove the entire recording device for the purposes of crime detection. If this happens staff will contact Assets immediately.

- 4.6** Copies of images will be collected in person by the requester. Staff will confirm that the recipient is the requester to ensure that the images are released to the valid person.
- 4.7** Members of the public will be asked to pay the maximum charge of £10 which will be accounted for through petty cash. Employees, the PSNI and official organisations that have a crime prevention or law enforcement function, will not be charged a fee.
- 4.8** The record of requests to view/obtain a copy of CCTV images will be held centrally. Documentation (e.g. PSNI Form 81, completed appendix 1 and 2 etc.) will be retained by the Records Management Officer, Lynda Given, Ballymena Regional Admin. Centre (028 25 664125 / lynda.given@librariesni.org.uk).

5. How to Handle Requests to View/Obtain CCTV Images

This flow chart sets out the procedure for dealing with requests to view/obtain a copy of CCTV images.



6. Complaints

If the requester is dissatisfied with the response they receive regarding their request to view/obtain a copy of CCTV images they should submit a written complaint to Desi Curry (Head of ICU/ICT) who will undertake a re-assessment of the original decision in line with the complaints process set out in the Data Protection: Procedure for Handling Requests for Personal Data.

If the requester is unhappy with the outcome of their complaint they have the right to complain to the Information Commissioner (Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, telephone: 03031231113, email: casework@ico.org.uk).

7. Monitoring

This procedure will be reviewed periodically for operational effectiveness and compliance.

APPENDIX 1

Request to View / Obtain a Copy of CCTV Images

1. Your contact details.

Name	
Address	
Telephone	

2. Please describe the images you require providing sufficient detail to assist us to locate them on the system.

3. Identification

Confirmation of your identity is required.

If you are a parent/guardian requesting to view images of your child proof of your relationship to the child is required.

If you are requesting images on behalf of someone else a signed letter of authorisation from that person is required.

4. Declaration

	Tick
1. I confirm that the information I have supplied is correct and that I am the person to whom it relates.	
2. I agree to pay a £10 fee to obtain the images I have requested.	
Requester's Signature:	Date:

APPENDIX 2

Record of Request View / Obtain a Copy of CCTV Images

Part 1: This section to be completed when a PSNI Form 81 or written request from member of the public or staff is received.

Library: _____ **Date:** _____

Requester's identity confirmed

Parent/guardian relationship to child confirmed if images of child requested

Letter of authorisation provided if a 3rd party is requesting images on behalf of someone else

Call logged with Assets Manager informed

Part 2: This section to be completed when request has been dealt with.

Date images viewed and/or collected by PSNI or requester (delete as appropriate)	Date:
Identity of person viewing or collecting images confirmed	
£10 charge has been paid and accounted for via petty cash (charge does not apply to PSNI or staff)	
Staff signature:	

OR

Date PSNI or requester informed that the images cannot be made available to them.	Date:
Reason for not making the images available:	
Staff signature:	

Part 3: This form and all other documentation relating to this request will be stored by the Records Management Officer. Please contact Lynda Given 028 25 664125 / Lynda.given@librariesni.org.uk to arrange transfer.