CCTV Privacy Impact Assessment – Stowmarket 2020

Location of surveillance camera system being assessed:
West Suffolk Council CCTV control room

Date of assessment: 15 January 2020
Review date: 15 January 2021
Name of person responsible: Luke Porter

Level 1 considers the general details of the camera surveillance system and supporting business processes. Level 2 considers the specific implications for the installation and use of cameras.

Level 1

Data Protection Act 2018 and Surveillance Camera Code of Practice

1.	What is the organisation's purpose for using CCTV and what are the issues that the system aims to address?	• To assist in the prevention and detection of crime. • To assist in the promotion of community safety and to reduce anti-social behaviour. • To assist the client (system owner) in providing any of its prosecuting or contracted services. • To assist in the management of the town centre – this includes monitoring safety or operationally critical activities on a particular site. • To assist the council in the protection of assets.
2.	Can CCTV technology realistically deliver these benefits?	Since its implementation, CCTV has prevented and deterred crime statistically and it has provided police and courts with the necessary evidence to prosecute anyone engaging in criminal activity.
3.	What are the views of those who will be under surveillance?	• The CCTV surveillance is supported by the council's endeavour and promise to make the towns in which it covers safer and more profitable for its residents and local businesses by preventing and deterring criminal activity. • Assurance is given to members of the public that all our operators are Security Industry Authority (SIA) approved and Non-police personnel vetting (NPPV2) vetted by police and people's rights are covered by the Data Protection Act (DPA) and General Data Protection Regulation (GDPR). • Any future camera requests will require local consultation to comply with the Surveillance Camera Commissioner's (SCC) Code of Practice through an approval process, ensuring that new installed cameras are installed for their intended purpose only.

4.	Have other less privacy-intrusive solutions, such as improved lighting, been considered?	Other less privacy-intrusive solutions are always considered before the implementation of a new camera. In some cases, improved lighting and CCTV installation co-exist to make an area safer for residents.
5.	What are the benefits to be gained from using CCTV?	• Public CCTV usage helps in the prevention and detection of crime, which ultimately leads to criminal prosecution regarding police or court investigations. • Through its continued success, a town can become a much safer environment for members of the public, but, additionally, attract new businesses to the area, allowing a town to economically thrive. • Not only do the operators reactively respond to police airwaves when they have received an emergency call about an incident, but they are also very proactive when monitoring CCTV and it has proven to be highly effective in detection of incidents.
6.	What are the privacy issues arising from this surveillance camera system?	Privacy issues include: • viewing of private space • recording of personal data • retention and deletion of footage • excessive or inappropriate monitoring.
7.	What privacy design features will be adopted to reduce privacy intrusion?	To ensure privacy, the council has adopted the following features: • All cameras have the ability to have masking privacy windows to block operators from viewing inside people's homes or places that are highlighted as private areas. • All operators are SIA trained to understand the DPA and GDPR legislation. • All recorded images are automatically deleted after 31 days. • Evidence handling procedures are in place and updated accordingly. • Management carries out random spot checks on all operators' camera work to ensure there is no excessive or inappropriate monitoring. • Management ensures that all operators are NPPV2 vetted and training is completed. • System and network configurations are secure and managed by qualified and vetted engineers.
8.	What organisations will be using the CCTV images and who will take legal responsibility for the data under the Data Protection Act 2018?	Data users include: • data subjects • statutory prosecuting authorities (police) • clients and authorised investigators.
9.	Do the images need to be able to identify individuals, or could the scheme use other images not capable of identifying individuals?	• The CCTV system records images at a high quality and the type and location of cameras and their capabilities will determine whether images of individuals are captured. In most cases our CCTV will capture individuals who are identifiable in order to help in the prosecution of offenders.

		• In some cases, we have static cameras that cover a particular site to prevent criminal damage but, in most cases, the pan, tilt, zoom (PTZ) cameras used by us have the ability to zoom in and out at a distance and are used proactively to gather identities of individuals involved in criminal activity. • All our PTZ cameras have general pre-set positions which are used to obtain general coverage of an area which minimises personal data capture.
10.	Will the CCTV equipment being installed, and the system of work being adopted, be sustainable? Is there enough funding for the scheme?	• The council's CCTV system has a sustainable revenue budget. • Any new cameras or equipment that are installed must have an allocated budget before installation.
11.	Will the particular system or equipment being considered deliver the desired benefit now and in the future?	The council's CCTV system has been designed for resilience, future compatibility and expansion purposes. With technology constantly advancing and improving, there will always be a need to upgrade equipment to ensure the CCTV continues to benefit the community.
12.	What future demands may arise for wider use of images and how will these be addressed?	At present, recorded images are only used for public safety and police investigations.

Human Rights Act 1998

1.	Is the system established on a proper legal basis and is it operated in accordance with the law?	The CCTV system was established under section 115 of the Crime and Disorder Act. It operates within the current legislation requirement and is lawfully compliant.
2.	Is the system necessary to address a pressing need, such as public safety, crime prevention or national security?	Like all populated areas, everywhere has its share of crime and disorder, hence it is necessary for CCTV to be installed in order to achieve public safety and reduce crime.
3.	Is it justified in the circumstances?	Public CCTV is justified in that it prevents and deters crime and it has shown to be very beneficial to the council and emergency services which, in turn, is supported by residents and councillors.
4.	Is it proportional to the problem that it is designed to deal with?	It is proportional to the problem it was designed to deal with. This is portrayed in the recent upgrade we undertook on the control room and the room for expansion on all the equipment.
5.	Do any of these measures discriminate against any particular sections of the community?	The CCTV network used by the council does not discriminate against any particular sections of the community. All staff are additionally trained and SIA licensed to ensure that legislation is adhered to.

Level 2

Step 1: Definition of camera types utilised

The use of a surveillance camera system must take into account its effect on individuals and their privacy, with regular reviews to ensure that its use remains justified.

West Suffolk Council coverage

ID	Camera types	Makes and models used	Description	Justification and expected use
1	Fixed internal static cameras	Varied	No PTZ – range from standard to 1080p	Internal cameras that are located at council sites and offices. All cameras record 24 hours a day, seven days a week, to prevent and detect crime and disorder, as well as to ensure public safety and site security.
2	Fixed external static cameras	Varied	No PTZ – range from standard to 1080p	External public space cameras located at council sites and offices. All cameras record 24 hours a day, seven days a week, to prevent and detect crime and disorder, as well as to ensure public safety and site security.
3	External and internal PTZ	RedVision 720 or 1080p HikVision 1080p Mici 400	PTZ with 720 or 1080p imagery PTZ with 1080p imagery PTZ with standard picture	Pan, tilt, zoom (PTZ) capability allows the camera to have several pre-sets configured to ensure the camera covers all areas needed. Record 24 hours a day for the prevention and detection of crime and disorder, public safety, enforcement and other listed permitted uses under the Data Protection Act (DPA).

Step 2: Location assessment

Each system operator or owner should list and categorise the different areas covered by surveillance on their system. This list should use the specifications above, which ID (types) are used at each specific location.

Camera number (Stowmarket) 14	Location	Camera types used	Total	Recording and monitoring	Assessment of use of equipment (mitigations or justifications)
81, 82, 83, 84, 85, 86, 87, 88, 90	Town centre	3	9	24 hours a day, seven days a week – all monitored by SIA and NPPV2 vetted CCTV operators	Main purpose of these cameras is to prevent and detect criminal activity to increase community safety.
89, 91, 92	Car parks	3	3	24 hours a day, seven days a week – all monitored by SIA and NPPV2 vetted CCTV operators	Main purpose of these cameras is to capture any road traffic collisions (RTCs) and criminal damage.
93, 98	Park	1, 3	2	24 hours a day, seven days a week – all monitored by SIA and NPPV2 vetted CCTV operators	Main purpose of these cameras is to capture any anti-social behaviour (ASB) and criminal activity to ensure community safety.

Highlighted privacy issue

Privacy issue	Risk to individuals	Associated organisation or corporate risk	Solution	Evaluation
Collecting or exceeding purposes of CCTV system	New surveillance methods may be unjustified intrusion on person's privacy.	• Loss of reputation • Fines and sanctions	Update technology to ensure that the collection of information and images does not exceed the primary functions of the service.	Privacy zones should be activated where a camera may intrude upon an individual's private residence. All data collected must at all times be justified, compliant and proportionate.
Retention of images and information for	Retaining personal images and information longer than	• Loss of reputation	Only allow recording of images and footage to be held for 31 days. Dispose of all other	Retention for 31 days on all servers in place. Anything

longer than necessary	necessary will breach people's personal data.	• Fines and sanctions	information that is not relevant to criminal investigation.	past the 31 days will be destroyed.
Lack of policies and procedures and mechanisms	No public availability of CCTV code of practice which details how personal data is handled, stored and disclosed.	• Loss of reputation • Fines and sanctions	Produce a code of practice and publish this on the website to increase transparency.	Code of practice in place and published for transparency.
Signage	Public not made aware that they are entering an area which is monitored by a CCTV system.	• Loss of reputation • Fines and sanctions	Undertake a survey analysis.	Survey conducted to highlight areas where there is not enough signage. Signage to be installed where it is lacking as a priority.
Intrusion into residential housing	Intrusive surveillance without a lawful basis and breaching data protection.	• Loss of reputation • Fines and sanctions	Enable privacy windows on cameras to ensure residential properties cannot be viewed by operators.	Monthly review of cameras to ensure privacy windows are still in place.

Level 3

1. How is information collected?

   ☒ CCTV camera
   ☐ Body worn video
   ☐ Automatic number plate recognition (ANPR)
   ☐ Unmanned aerial systems (drones)
   ☐ Stand-alone cameras
   ☒ Real time monitoring
   ☐ Other (please specify): ……..

2. Does the system's technology enable recording?

   ☒ Yes ☐ No

   Please state where the recording will be undertaken (no need to stipulate address, just local authority CCTV control room or on-site would suffice for stand-alone camera or BWV), and whether it also enables audio recording.

   Recording takes place on sites owned by West Suffolk Council

Is the recording and associated equipment secure and restricted to authorised person(s) (please specify – for example, in secure control room, access restricted to authorised personnel)?

Access to recording is kept secure on our managed network and access to footgae can only be done through the control room.

3. What type of transmission is used for the installation subject of this PIA (tick multiple options if necessary)?

☐ Fibre optic
☒ Wireless (please specify below)
☒ Hard wired (apart from fibre optic, please specify): ……..
☒ Broadband
☐ Other (please specify): ……..

4. What security features are there to protect transmission data – for example, encryption (please specify)?

All cameras and footage are on a secure network with encryption.

5. Where will the information be collected from?

☒ Public places (please specify): ……..
☒ Car parks
☒ Buildings and premises (external)
☐ Buildings and premises (internal public areas)

6. From whom or what is the information collected?

☒ General public in monitored areas (general observation)
☒ Vehicles
☒ Target individuals or activities (suspicious persons or incidents)
☒ Visitors
☐ Other (please specify): …….

7. What measures are in place to mitigate the risk of cyber attacks which interrupt service or lead to the unauthorised disclosure of images and information?

Patching of our systems is conducted on a monthly basis to minimise the risk of cyber attack. Our network is also managed by our internal IT team and our systems are additionally penetration (PEN) tested on an annual basis.

8. How is the information used (tick multiple options if necessary)?

- ☒ Monitored in real time to detect and respond to unlawful activities
- ☒ Monitored in real time to track suspicious persons or activity
- ☐ Compared with reference data of persons of interest through Automatic Facial Recognition software
- ☐ Compared with reference data for vehicles of interest through Automatic Number Plate Recognition software
- ☒ Used to search for vulnerable persons
- ☒ Used to search for wanted persons
- ☒ Recorded data disclosed to authorised agencies to support post incident investigation, including by law enforcement agencies
- ☒ Recorded data disclosed to authorised agencies to provide intelligence
- ☐ Other (please specify): ……..

9. How long is footage stored (please state retention period)?

31 ays unless requested to be downloaded for an ongoing police investigation.

10. Retention procedure

- ☒ Footage automatically deleted after retention period
- ☐ System operator required to initiate deletion
- ☒ Under certain circumstances, authorised persons may override the retention period – for example, retained for prosecution agency (please explain your procedure):

If footage is required for evidential purposes in a police investogation, then fooatge can be downloaded upon receiving a download request form.

11. With which external agencies or bodies is the information or footage shared?

- ☒ Statutory prosecution agencies
- ☐ Local government agencies
- ☒ Judicial system
- ☐ Legal representatives
- ☒ Data subjects
- ☐ Other (please specify): ……..

12. How is the information disclosed to the authorised agencies?

- ☒ Only by onsite visiting
- ☐ Copies of the footage released to those mentioned above (please specify how released – for example, sent by post or courier): …….
- ☐ Offsite from remote server
- ☐ Other (please specify): ……..

13. Is there a written policy specifying the following (tick multiple boxes if applicable)?

- ☒ Which agencies are granted access
- ☒ How information is disclosed
- ☒ How information is handled
- ☒ Recipients of information become data controllers of the copy disclosed

Are these procedures made public?

☒ Yes ☐ No

Are there auditing mechanisms?

☒ Yes ☐ No

If so, please specify what is audited – for example, disclosure, production, or accessed, handled, received or stored information.

Our current system audits everything in regards to stored information

14. Do operating staff receive appropriate training to include the following?

- ☒ Legislation issues
- ☒ Monitoring, handling, disclosure, storage, deletion of information
- ☒ Disciplinary procedures
- ☒ Incident procedures
- ☒ Limits on system uses
- ☐ Other (please specify): …….

15. Do CCTV operators receive ongoing training?

☒ Yes ☐ No

16. Are there appropriate signs which inform the public when they are in an area covered by surveillance camera systems?

☒ Yes ☐ No

Date: January 2020
Review date: January 2021

All cameras will be reviewed on an annual basis and any new additions to our system will be added.

The PIA process

The diagram to the right shows the six stages of the PIA process.