



**LIVERPOOL
CITY REGION**
COMBINED AUTHORITY

METROMAYOR
LIVERPOOL CITY REGION

CCTV Code of Practice

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This document applies to all employees, both those who hold a contract with the Liverpool City Region Combined Authority and those who hold a contract with Merseytravel.

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1. **Introduction and Objectives**

1.1 **Introduction**

Merseytravel owns and operates a Closed Circuit Television ('CCTV') System throughout the Merseytravel and Liverpool City Region Combined Authority ('the Combined Authority') estates, with images being monitored and recorded either in the Mersey Tunnels Police Combined Control Centre or, in the case of locations such as the Mersey Ferries, on site.

1.2 This document, along with individual systems Codes of Practice, are designed to give clear guidelines on Merseytravel and the Combined Authority's use of CCTV, to protect the organisations and their CCTV operators from allegations of misuse of the system and to protect staff and the public from any abuse of the CCTV system.

1.3 This policy covers the use of CCTV equipment and the gathering, storage, use and disposal of visual data. This policy applies to all staff employed by Merseytravel and the Combined Authority and should be the standard expected from any external agencies or persons who operate CCTV systems on its behalf.

1.4 **Definitions**

Controller: **Merseytravel**

Owner: **Merseytravel**

**System Administration
Manager:**

Chief Police Officer/Police Operations Manager, Mersey Tunnels Police, Merseytravel, who will have day to day responsibility for the system.

System Ownership: **Merseytravel** (See Appendix 1 for detail)

1.5 **Objectives of the System**

The objectives of the CCTV system are to reduce crime and the fear of crime by helping to provide a safer environment for those people who visit and work within Merseytravel and Combined Authority premises or assist staff to carry out their duties.

The system will provide the Police and partner agencies with assistance to detect deter and prevent crime. It will:

- help identify, apprehend and prosecute offenders;
- provide the Police with evidence to enable criminal and civil proceedings to be brought to the courts;

- and help to maintain public order.

In addition the system will enable traffic management, crime detection, crime prevention, public and contractors to be effectively managed by Merseytravel and the Combined Authority.

Images captured by the CCTV system may also be accessed during internal disciplinary investigations subject to the framework set out in Section 8 of this Code.

The system will be operated at all times with due regard for the privacy of individuals and will not be used to invade the privacy of any individual in residential, business or other private premises, buildings or land.

The system will not be used to harass any person or group of persons going about their business in a lawful way.

Any user found to have contravened the privacy of an individual in breach of this Code of Practice, will be subject to the disciplinary procedures of Merseytravel and/or the Combined Authority.

1.6. Legislation

In addition to Merseytravel and Combined Authority policies, procedures, guidelines and Codes of Practice issued by the Information Commissioner and Surveillance Commissioner, CCTV and its operation are subject to legislation under:

- 1.6.1 The (UK) General Data Protection Regulation (GDPR)
- 1.6.2 The Data Protection Act 2018 (DPA 2018)
- 1.6.3 The Human Rights Act 1998 (HRA)
- 1.6.4 The Freedom of Information Act 2000 (FOIA)
- 1.6.5 The Protection of Freedoms Act 2012

2. Code of Practice

2.1 The key objectives of the system are to:

- provide public reassurance and to deter crime;
- detect, prevent or reduce the incidence of all crime;
- improve general security in the area, both in terms of personal safety and the security management of buildings and premises;
- reduce graffiti, vandalism and other criminal damage;
- reduce the level of disorder and minor crime in and around the premises;
- improve communication between staff, contractors and Police patrols in the areas covered and assist in the policing of the area;

- assist the Police with specific operations aimed at either catching criminals or intelligence gathering and in the event of acts of terrorism or civil emergencies;
 - assist in traffic management by monitoring traffic accidents or obstructions thereby preventing or alleviating interruptions to traffic flow;
 - monitor bus services to determine the level of service;
 - monitor contractors to provide information on their location for their security and protection;
 - monitor contractors attendance and adherence to their conditions of contract;
 - protect Merseytravel and the Combined Authority from spurious claims of negligence;
 - assist with the surveying of the premises to ensure the property is maintained in good order;
 - allow Merseytravel and the Combined Authority to claim the cost of damage to its premises by others;
 - allow Merseytravel and the Combined Authority to investigate incidents involving both staff and members of the public in and around its premises.
- 2.2 Any member of the General Public who approaches Merseytravel or the Combined Authority requesting to view the content of any CCTV images regarding any incident will be advised to contact Mersey Tunnels Police Combined Control Centre via email (MTP.CCTV@liverpoolcityregion-ca.gov.uk) who will, together with the Senior Information Management Officer, ascertain the validity of the request. Where a member of the public specifically asks to see CCTV images of themselves, they should be advised of the subject access and other (i.e. disclosure necessary for legal proceedings) provisions under the DPA or the GDPR.
- 2.3 Any requests from the Emergency Services or Law Enforcement Agencies for CCTV images must be made on the agreed standard form and submitted to Mersey Tunnels Police Combined Control Centre via email (MTP.CCTV@liverpoolcityregion-ca.gov.uk). Upon collection of the disc the Requestor will also sign the MTP CCTV Receipt book and accept responsibility as part of their obligations under the DPA 2018 or the GDPR for any image(s) released into their care.
- 2.4 All internal requests for access to CCTV images for business reasons, whether of live or recorded images, must be made on the agreed standard Police form. The individual collecting the images will also sign and accept responsibility for any data released into their care.
- 2.5 All images provided to external third parties (other than those detailed at 2.3) must be accompanied by a covering letter setting out the conditions under which the images are disclosed (i.e. for use in connection with legal proceedings, as a subject access request, etc.).

These letters are to be produced by the Senior Information Management Officer or those handling the request in Legal.

- 2.6 The procedure for internal requests for HR purposes, including officers' responsibilities when handling the images, is addressed at Clause 8.
- 2.7 All CCTV images provided by Merseytravel shall remain property of Merseytravel at all times and at no time is the copyright transferred to the recipient.
- 2.8 No CCTV shall intentionally overlook and view into private premises without receiving prior consent from the occupiers of those premises.

3. **Responsibility of the Operators of the System**

- 3.1 The Operators of the system shall have prime responsibility for:
 - a) compliance with the purpose and objectives of the system;
 - b) operation and security of the system;
 - c) the protection of the interests of the public and of the individual as far as is practical;
 - d) the compliance with this Code of Practice;
 - e) compliance with all legislation pertaining to the use of the system.

4. **Statement of Purpose**

4.1 **Purpose**

The purpose of this document is to state how Merseytravel and the Combined Authority intend to use the CCTV System to meet the objectives and principles outlined in Section 2.

4.2 **General Principles of Operation**

The CCTV System will be operated fairly, within the law and only for the purposes for which it was established and which are identified within this code or which are subsequently agreed in accordance with this code.

The CCTV System will be operated with due regard to a general right to respect for an individual's private and family life and their home, as set out in Article 8 of the HRA.

The public interest in the operation of the CCTV system will be safeguarded by ensuring the security and integrity of operational procedures.

Throughout this Code of Practice it is intended, as far as reasonably possible, to balance the objectives of the CCTV System with the need to safeguard individual rights. Every effort has been made throughout the Code to indicate that a formal structure has been put in place, including a complaints procedure, by which it can be identified that the system is not only accountable but is also seen to be accountable.

Participation in the system by any organisation, individual or authority assumes an agreement by all such participants to comply fully with this code and to be accountable under the Code of Practice.

4.3 Monitoring and Recording Facilities

The CCTV System uses a number of digital network video recorders located at Merseytravel's four Data Centres. These devices record all camera feeds from the Merseytravel system according to network design and architecture.

Access to recorded data is directly linked to Merseytravel IT Active Directory permissions via individual user credentials. The purpose of this is to audit which operator has bookmarked specific footage. Recording of footage will be heavily restricted to a small number of Officers (currently Mersey Tunnels Police). Viewing of live footage will only be allowed by appropriate officers following appropriate justification and duly recorded in the CCTV Data Management Viewing Register without exception.

On our Mersey Ferry vessels CCTV data is captured using standalone digital video recorders located on each vessel. Access to these devices is secure and subject to password protection of recorded footage. Similar principals apply to the recovery of CCTV data in every way as summarised within this document.

CCTV data at Newton-le-Willows train station Park & Ride and Heswall Bus Station is captured using standalone digital video recorders. Access to these devices is secure and subject to password protection of recorded footage. Similar principals apply to the recovery of CCTV data in every way as summarised within this document.

4.4 Training

Staff will be suitably trained and authorised visitors will not have access to the monitoring facility without an authorised member of staff present at all times.

4.5 Processing and Handling Recorded Material

No recorded material whether recorded digitally, in analogue format or as a hard copy video print, will be released unless in accordance with this Code of Practice and relevant legislation.

4.6 Changes to the Code

This Code of Practice will be subject to regular review to ensure that it reflects best practice and responds to changes brought about by legislation. Any major changes to the Code of Practice will take place only after consultation with and upon agreement of Merseytravel. Minor changes will be made by the appropriate System Administration Manager, in conjunction with the Senior Information Management Officer, on behalf of Merseytravel and the Combined Authority.

A major change is one which will have a significant impact upon the Code of Practice or upon the operation of the CCTV System. A minor change is one which, for example may be required for clarification or which arises as a result of technical changes to the CCTV system and will not have any major implications.

Any change to the Code that may have an impact upon the manner in which the Code affects Merseytravel and/or Combined Authority staff, in respect of potential disciplinary investigations or procedures will be the subject of agreement with the trade unions in advance of its implementation.

4.7 Breaches of the Code of Practice and Security

Prime responsibility for the Code of Practice and for security surrounding the system rests with Merseytravel.

This responsibility includes ensuring that breaches are investigated and remedied in accordance with the Data Protection Policy.

Responsibility for security on a day-to-day basis rests with the System Administration Manager. Major breaches of the Code of Practice will be investigated by the Head of Internal Audit or their representative in conjunction with the Senior Information Management Officer, and they shall have responsibility for making recommendations to remedy any major breach which is proved. The Senior Information Management Officer will be responsible for the reporting of breaches to the Information Commissioner when appropriate. If a criminal offence is disclosed, then the matter will be referred to the relevant Law Enforcement Agencies.

5. Privacy and Data Protection

5.1 Public Concern

Although the majority of the public at large may have become accustomed to “being watched” those who do express concern do so

mainly over matters pertaining to the processing of the information (or data) i.e. what happens to the material that is obtained.

All personal data obtained by virtue of the System shall be processed fairly and lawfully and in particular shall only be processed in the exercise of achieving the stated objectives of the System. In processing personal data a person's right to respect for his or her private and family life and their home will be respected in accordance with Article 8 of the HRA.

The processing, storage and security of the data will be strictly in accordance with the requirements of the DPA 2018, the GDPR and additional locally agreed procedures.

Cameras will not be used to look into private residential property, unless pursuing a suspect and this is considered to be in the interests of the private residents. Where the equipment permits it "privacy zones" will be programmed into the System, as required, in order to ensure that the interior of any private residential property within range of the System was not surveyed by the cameras. If such "zones" cannot be programmed the operators will be specifically trained in privacy issues.

5.2 Data Protection Legislation

On 25th May 2018 the DPA 1998 was replaced by the GDPR and the DPA 2018 as the UK's data protection legislation. Upon the United Kingdom's withdrawal from the EU, the contents of GDPR were adopted as the (UK) General Data Protection Regulation.

The operation of the System has been notified to the Information Commissioner's Office in accordance with the requirements of the DPA. Merseytravel's registration number is Z741948X.

The "controller" for the System is Merseytravel and day to day responsibility for the data will be devolved to the System Administration Manager.

All personal data will be processed in accordance with the principles contained in Article 5 of the GDPR, which state that personal data will be:

- a) processed fairly and lawfully;
- b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes;
- c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- d) accurate and, where necessary, up to date;

- e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed;
- f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures

5.3 Requests for Information (Subject Access)

Any request from an individual for the disclosure of their personal data which they believe is recorded by virtue of the System should be directed in the first instance to the Mersey Tunnels Police Combined Control Centre via email (MTP.CCTV@liverpoolcityregion-ca.gov.uk). Mersey Tunnels Police without exception will then inform the Senior Information Management Officer if any footage is held, who will respond to the requester.

The principles of the DPA 2018, the GDPR and the FOIA shall be followed in respect of every request.

If the request cannot be complied with without identifying another individual, permission from that individual must be obtained unless it is reasonable in all the circumstances to comply with the request without the consent of that individual.

Any person making a request must be able to satisfactorily prove their identity and provide sufficient information to enable the data to be located.

6. Accountability and Public Information

6.1 The Public

For reasons of security the confidentiality access to the Mersey Tunnels Police Combined Control Centre is restricted in accordance with the Code of Practice.

A member of the public wishing to register a complaint with regard to The System may do so by contacting Merseytravel. All complaints shall be dealt with in accordance with the Merseytravel Complaints Procedure, a copy of which may be obtained from the Merseytravel Customer Development Team. Any performance issues identified will be considered under the organisations Disciplinary Procedures to which all employees, including CCTV personnel, are subject.

Concerns about Merseytravel or the Combined Authority use of personal information can be directed to DPO@liverpoolcityregion-ca.gov.uk.

6.2 Public Information

A copy of this Code of Practice shall be published on the Merseytravel and/or Combined Authority website.

6.3 Signs

Signs (see Appendix 2) will be placed in the locality of the cameras and at main entrance points to the relevant areas. The signs will indicate:

- the presence of CCTV monitoring;
- the 'Ownership' of the System;
- contact e-mail address for the system (MTP.CCTV@liverpoolcityregion-ca.gov.uk)

6.4 Fair Processing Notice

The GDPR requires certain additional information to be communicated to the public when their information is collected.

The full Fair Processing Notice for Merseytravel's CCTV system can be found at Appendix 4.

7. **Assessment of the System and Codes of Practice**

7.1 Evaluation

The System will, periodically, be evaluated to establish whether the purposes of the System are being complied with and whether objectives are being achieved in addition to compliance. The Site Operational Assessments for all areas will be completed by the manager responsible and all justifications will be forwarded to the System Administration Manager for review in conjunction with the Senior Information Management Officer.

7.2 Monitoring

The System Administration Manager/Mersey Tunnels Police Combined Control Centre Operators will accept day to day responsibility for the monitoring and operation of the System and the implementation of this Code of Practice.

7.3 Audit

There will be regular audits of the operation of the System which may be in the form of irregular spot checks which may include examination of the Mersey Tunnels Police Combined Control Centre records, media histories, the content of recorded materials and site visits across the estate by the System Administration Manager or their designated representative.

8. Employment Matters

8.1 Monitoring of Employees using CCTV

The Merseytravel and the Combined Authority are responsible and reasonable employers and, as such, both organisations will ensure that monitoring using CCTV will be reasonable and proportionate. There is a legitimate expectation that employees' personal lives will remain private and that their normal competence within the job role will be assumed. The employer will trust the employees as far as is reasonably practical.

Use of CCTV for the purpose of monitoring employee activity, in order to investigate matters of potential misconduct or potential breaches of health and safety procedures will only be undertaken within the spirit of this understanding and in accordance with this Code of Practice.

Such monitoring is allowed under GDPR as it represents the processing of personal data as part of a contract between Merseytravel or the Combined Authority and the employee. However, it is recognised that failing to follow the agreed procedures as detailed within this Code of Practice may result in any evidence collected being rendered as inadmissible for disciplinary purposes.

Any breach of this procedure will lead to an investigation and could result in disciplinary action. Managers should also be aware that a breach of the data protection legislation related to accessing CCTV footage may lead to prosecution of the individual and/or Merseytravel/ the Combined Authority as the employer.

When deciding whether or not to request and subsequently view CCTV footage, consideration will be given as to whether it is proportionate and reasonable to view the footage when balanced with the interests, rights and freedoms of employees.

Those undertaking any investigation, and considering the use of CCTV footage, should satisfy themselves that they have appropriately answered the following questions;

- i) Am I being mindful of Merseytravel and Combined Authority Policies, Guidelines and Code of Practice and the relevant legislation and regulations?
- ii) Is this proportionate action?
- iii) Can this investigation be reasonably and fairly completed without the use of CCTV footage?
- iv) What is the precise purpose of observing the CCTV footage?
- v) Have I obtained the approval from my Head of Service or Director for the use of CCTV footage prior to undertaking the viewing of footage?
- vi) Have I approached the CCTV System Administration Manager or one of the designated Police CCTV Data Management Administrators in the correct manner?
- vii) Have I notified the employee of my intention to view CCTV footage?
- viii) Has the CCTV Impact Assessment been fully completed and approved? (See Paragraph 8.5)
- ix) Is the request specific? Footage will not be provided for different dates or timelines without the required forms being completed.

8.2 CCTV Operators

Combined Control Centre Operators/CCTV Police Data Management Administrators will not be permitted to use the CCTV system until they have received suitable training and are familiar with this Code of Practice.

Every person involved in the management and operation of the System will be personally issued with a copy of the Code of Practice. They will be required to sign confirming that they fully understand their obligations to adhere to this Code of Practice (issued electronically via Policy Insight).

8.3 Breach of the Code of Practice

Any breach of this Code of Practice by either those requesting or giving access to CCTV footage or any breach of confidentiality will be dealt with in accordance with the organisation's disciplinary procedure.

8.4 Use of CCTV in potential disciplinary proceedings

CCTV footage captured by the system may be used for the purposes of disciplinary investigations in accordance with the Disciplinary Policy or to investigate potential health and safety breaches.

Access to CCTV will only be granted when it is a proportionate and necessary means of detecting the conduct in question. This will be decided by means of a CCTV Impact Assessment (see Appendix 5).

The procedure to be followed in order to access CCTV footage is:

- i) The Manager identifies the specific locations, time, behaviour and staff to be observed, via the CCTV system;
- ii) The Manager emails the dedicated CCTV mailbox – MTP.CCTV@liverpoolcityregion-ca.gov.uk with the CCTV Data Request Form (Internal HR Requests) (see Appendix 6) duly completed for the footage to be bookmarked, of the footage to be viewed, this action will be confirmed by email with a STORM Command & Control incident log number;
- iii) Manager completes CCTV Impact Assessment form and submits to their Head of Service for approval (Head of Service request to be approved by Line Director). It should be noted that giving authorisation for CCTV footage to be viewed does not preclude the Head of Service/Director from involvement in any subsequent disciplinary proceedings;
- iv) Manager submits approved form to the Head of HR;
- v) CCTV Impact Assessment form is considered by the Head of HR (or nominated deputy). A copy of the form is saved and logged in HRD;
- vi) The Head of HRD (or nominated deputy) returns the Impact Assessment form to the manager, confirming the outcome of the impact assessment;
- vii) Manager informs the employee that CCTV footage will be viewed as part of the investigation to establish the facts. This will normally take the form of an investigation meeting where the manager will be accompanied by their HR Business Partner. The employee will be asked to sign the CCTV Impact Assessment form to confirm that they have been informed that CCTV will be viewed;
- viii) Manager emails MTP.CCTV@liverpoolcityregion-ca.gov.uk quoting the original STORM log issued to request that the footage be burnt to disc. The manager must ensure that the footage is viewed in a location which ensures confidentiality and is only viewed by the investigating officer and HR Business Partner. Where no further action is taken, the footage will be destroyed by returning the disc to the CCTV Data Management for confidential and secure shredding; where the investigation results in a disciplinary warning, the footage will be retained, along with other disciplinary records, for the duration of any disciplinary tariff awarded, or for six years following termination of employment, after which time the footage will be destroyed;
- ix) If something is viewed which is to be investigated further, the employee must be given the opportunity to view the footage.

8.5 Supplementary Footage or Incidents

The manager must only view the CCTV footage of the actual alleged incident within the date and timeframe as detailed within the approved CCTV Impact Assessment. Viewing additional footage or “fishing” for further acts of misconduct will be considered as a breach of this Code of Practice. The Police Officer hosting the visit to the CCTV Data

Management will refuse any request if it falls out of the parameters of the original request.

CCTV must only be viewed to fulfil its original purposes. If the manager views a different incident to that originally being investigated, either concerning the same employee or another employee, they are required to treat this as a completely separate incident and follow the procedure detailed in 8.5, from point iii) onwards. This includes situations where the footage was originally viewed for purposes not related to employees, e.g. investigating a customer complaint

9. **Control and Operation of Cameras**

9.1 Guiding Principles

Any person operating the cameras will act with utmost integrity and respect at all times without exception.

9.2 Maintenance of the System

To ensure compliance with the Information Commissioner's Code of Practice that images recorded continue to be of appropriate evidential quality, the Merseytravel CCTV System shall be maintained by the Merseytravel Asset Management Systems Engineers, with technical support for the network provided by Merseytravel's IT department.

The maintenance programme will make provision for regular/periodic service checks on the equipment which will include cleaning of any all-weather domes or housings, checks on the functioning of the equipment and any minor adjustments that need to be made to the equipment settings to maintain quality.

The maintenance will also include regular periodic overhauls of all the equipment and replacement of equipment which is reaching the end of its serviceable life. Asset Management will provide the System Administration Manager and Senior Information Management Officer a maintenance schedule annually verifying all actions have been completed.

In addition, IT and Asset Management Resource Planners will provide a bi-monthly reports to the System Administration Manager and Senior Information Management Officer detailing any CCTV-related faults that have been reported, what actions have been taken to address the fault and if any issues remain outstanding.

9.3 Amendments to the system will only take place with prior authorisation of the system owner. All additional cameras are to be subject to full Data Protection Impact Assessments and may require updates to the organisation's CCTV Surveillance Commissioner self-assessment.

10. **Access Arrangements and Security of Mersey Tunnels Police Combined Control Centre and CCTV Data Management Offices**

Access and security arrangements to the Mersey Tunnels Police Combined Control Centre shall as a minimum comply with the following:

- access to the Mersey Tunnels Police Combined Control Centre & CCTV Data Management Offices is strictly controlled and only those persons on legitimate business are allowed access;
- a detailed record will be maintained of visitors to the Mersey Tunnels Police Combined Control Centre & CCTV Data Management Offices and access is only allowed after formal identification has taken place;
- access for visitors to view the system will only be permitted by an Authorised Officer and controlled at all times.

11. **Management of Recorded Material**

11.1 **Principles**

For the purpose of this Code 'recorded material' means any material recorded by or as the result of technical equipment which forms part of the System but specifically includes images recorded digitally or on hard drive or by way of DVD copying including prints.

Every recording on hard drive or on DVD obtained by using the System has the potential of containing material that may need to be admitted in evidence at some point during the period of its retention.

Recorded material will not be copied, sold, otherwise released or used for commercial purposes or for the provision of entertainment or otherwise made available for any use incompatible with this Code of Practice.

Information will be made available for traffic and transport monitoring, management and information purposes and those cameras which will be circulated to approved organisations when required.

12. **Digital Image Recording Procedures**

12.1 Adhering to the agreed management and operational procedures is crucial if the digital recordings produced are to be of sufficient evidential value and quality that they can be used for evidence to be produced in court.

Time lapsed digital images are automatically recorded and are kept for 21 days on the hard drive of the recording equipment after which time the images will be overwritten.

For evidential purposes each recorded image downloaded should have the correct time and date automatically embossed on it, therefore it is essential that Operators quality assure data.

If a request for access to recorded images is made within the 21 days then only copies of the images that have been specifically requested can be “bookmarked”.

All data discs are appropriately referenced and marked with a unique disc reference.

12.2 Digital Recording & Copying Procedure

On receiving a request to view a digital recording of a particular incident, the following process should be followed:

To preserve the continuity of evidence an entry will be created on the CCTV database for any copy of digital recording made or saved onto the System thereby creating a STORM reference number.

The report should include the following:

- name, rank or title of the person requesting the copy;
- organisation that the person represents;
- incident type e.g. assault, theft etc.;
- date time and location of the incident;
- any additional information applicable.

Each digital image recording released should be clearly identified with the relevant incident report number, date and time and date of the incident.

It is important to stress to the recipient of digital image recordings that the images will at all times remain the copyright of Merseytravel. Therefore no images should be released either wholly or partially to a third party without the written consent of Merseytravel. A record of all data released will be kept for a period of 2 years.

- 12.3 Any viewings of live or recorded images will be entered onto a CCTV Audit register. This will be updated by the person(s) authorising and include details of all camera names viewed, date, time and the purpose of viewing.

System Owners

Merseytravel
PO Box 1976
Liverpool
L69 3HN

Tel: 0151 330 1679
Minicom: 0151 330 1367
Email: MTP.CCTV@liverpoolcityregion-ca.gov.uk

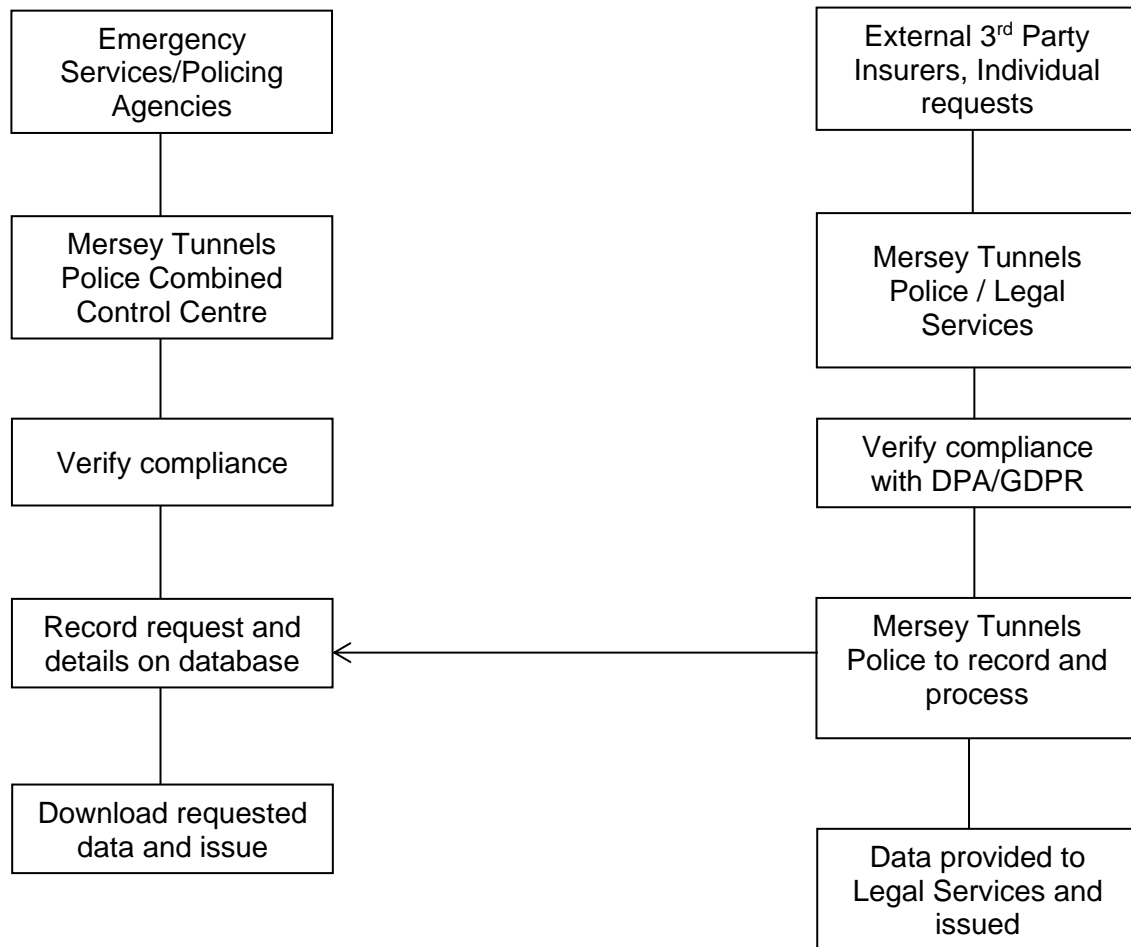
Responsibilities

- Asset Management and IT will ensure the provision and maintenance of all equipment forming part of the Merseytravel CCTV System in accordance with contractual arrangements which the owners may from time to time enter into. This will ensure service availability and compliance.
- All appropriate internal stakeholders must maintain close liaison with the System Administration Manager.
- Ensure the interests of the owners and other organisations are upheld in accordance with the terms of this Code of Practice.
- Agree to any proposed alterations and additions to the System and this Code of Practice.



MTP.CCTV@liverpoolcityregion-ca.gov.uk

External CCTV Request Handling Flowchart



CCTV Fair Processing Notice

Identity and contact details of the controller and where applicable, the controller's representative) and the data protection officer

Merseytravel is the 'controller' for your personal information. This means that we decide the purpose and means of how the data captured by the CCTV system is processed.

If you have any questions about how your information is being used you can contact Merseytravel's Data Protection Officer at

DPO@liverpoolcityregion-ca.gov.uk

0151 330 1679

1 Mann Island, Liverpool, L69 3HN

Purpose of the processing and the legal basis for the processing

The CCTV system is used by Merseytravel as outlined in Clause 2.1 of this Code. We are able to do this as part of our legal obligations as an employer and as it is necessary in the exercise of official authority vested in Merseytravel by the Transport Act 1968 and the County of Merseyside Act 1980.

Description of the categories of personal data

The categories of information being processed include your image.

The CCTV system does not process any 'special categories' personal data.

Any recipient or categories of recipients of the personal data

Your information will be shared as allowed by the GDPR and the Data Protection Bill with parties such as the Police and solicitors for the purposes of criminal investigation and legal proceedings.

Details of transfers to third country and safeguards

Your personal data will not be transferred outside the European Economic Area.

Retention period or criteria used to determine the retention period

The CCTV footage will be kept for a period of 21 calendar days from the date of capture. If a request is received within this time to "bookmark" the footage, this will be retained for a period of three months. When the footage is burned to disc for disclosure, a master copy will be retained. For Crown Court or criminal cases the master copy is retained for seven years due to the legal requirement to retain related information. For all other disclosures a master copy is retained for one year. This retention has been determined by Merseytravel's business need.

The existence of each of data subject's rights

The GDPR provides you with the following rights when it comes to your personal data:

- The right to be informed how your personal data is being processed
- The right of access to the personal data we hold about you, which includes providing copies of the information to you within one month of a request. We may charge a reasonable fee to provide this information based on our administrative costs of responding (i.e. photocopying, postage, etc.).
- The right to rectification of any incorrect or incomplete data we hold about you
- The right to erasure, also known as 'the right to be forgotten', where
 - Your information is no longer required for the purpose it was collected
 - You withdraw your consent
 - You object to Merseytravel processing your information (and there is no overriding legitimate interest for continuing the processing)
 - Merseytravel has breached the GDPR when processing your data
 - There is a legal obligation to delete the data (such as a court order)
- The right to restrict processing, which limits what Merseytravel can do with your information
- The right to data portability, where any automated processing of your information based on your consent or as part of a contract is made available for your reuse
- The right to object to direct marketing or any processing based on the performance of a task in the public interest/exercise of official authority or for the purposes of scientific/historical research and statistics.
- Rights in relation to automated decision making and profiling, where a decision made by a computer has a legal or significant effect on you.

For further details, or to exercise any of your rights, contact the Data Protection Officer.

DPO@liverpoolcityregion-ca.gov.uk

0151 330 1679

1 Mann Island, Liverpool, L69 3HN

The right to lodge a complaint with a supervisory authority

You have the right to lodge a complaint regarding the processing of your personal data to the UK's supervisory authority, the Information Commissioner, who can be reached using the details below:

The Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire SK9 5AF
www.ico.gov.uk
0303 123 1113

CCTV Impact Assessment Form: Employment

This form is to be used prior to making a request to access CCTV footage as part of a potential disciplinary investigation or investigation into breaches of health and safety.

Please refer to the CCTV Code of Practice for further guidance and to ensure compliance with the process. You may ask for the footage to be “bookmarked” however you must not access the footage at this stage and must specify the location, date and timeframe to be bookmarked.

STORM Command & Control Incident Log Number: -

1. What is the purpose of accessing the CCTV footage? Please provide as much detail as possible, including:
 - the name(s) of the employee(s) concerned;
 - details of the actions/activities/incidents to be observed;
 - the alleged misconduct/breach of procedures.

2. Specify the location, date and timeframe to be viewed.

3. Are there any likely adverse impacts to viewing the CCTV footage?

4. Are there any viable alternatives to viewing the CCTV footage? Please explain your rationale for discounting any alternative methods.

5. Has the CCTV footage been viewed previously for a different purpose?

☐ Yes ☐ No

If yes, please indicate the date that you signed the previous request: _____

By submitting this form, you are agreeing that you understand and will abide by the rules related to accessing CCTV for employment purposes. If you need to view additional footage, you must complete and submit a further impact assessment.

Completed by (name):

Job title:

Signed:

Date:

For Completion by Head of Service, Assistant Director or Director

I approve the above request for the viewing of CCTV footage, as strictly as specified within this Impact assessment.

Signed:

Job Title:

Date:

For completion by Head of HRD (or nominated deputy)

Comments on the application

Does the impact assessment justify the accessing of CCTV footage for the date and timeframe indicated?

☐ Yes ☐ No

Review by (name):

Job title:

Signed:

Date:

HRD: Retain a copy of this form and return the original to the officer who submitted the form.



INTERNAL REQUEST FORM CCTV Data Management Information Request

This form must be completed in full and returned to: MTP.CCTV@liverpoolcityregion-ca.gov.uk

Requester Details:

Name			
Rank/Position		Collar Number	
Date of Request			

Incident Details:

Date of Incident		Time	
Location			
Camera Numbers			
STORM C&C			

Reason(s) for Request

Brief Incident Summary/Details

Footage Format	Video <input type="checkbox"/>	Still Image <input type="checkbox"/>	Audio <input type="checkbox"/>
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Tel. Number & Email (Required for contact purposes and/or verification)	
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(Please note that this email address must match the requester's details)

*** Data Format – DVD Disc only ***

MERSEY TUNNELS POLICE USE ONLY

Authorised		Signature	
Date Completed		Legal File/ STORM C&C	
CD Case Reference		Image Reference Number	



EXTERNAL REQUEST FORM

CCTV Data Management Information Request

This form must be completed in full and returned to: MTP.CCTV@liverpoolcityregion-ca.gov.uk

Requester Details:

Name			
Rank/Position		Collar Number	
Police Force/Agency/ Organisation		Position	
Date of Request			

Incident Details:

Date of Incident		Time	
Location			

Reason(s) for Request
Police Force/Agency/Organisation Log Number

Brief Incident Details

Footage Format	Video <input type="checkbox"/>	Still Image <input type="checkbox"/>	Audio <input type="checkbox"/>
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(Digital Images will only be sent via a secure email address)

Tel. Number & Email (Required for contact purposes and/or verification)	
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(Please note that this email address must match the requester's details)

*** Data Format – DVD Disc only **

MERSEY TUNNELS POLICE USE ONLY

Authorised		Signature	
Date Completed		Legal File/ STORM C&C	
Camera Numbers			
CD Case Reference		Image Reference Number	



INTERNAL REQUEST FORM (HUMAN RESOURCES)

CCTV Data Management Information Request

This form must be completed in full and returned to: MTP.CCTV@liverpoolcityregion-ca.gov.uk

Requester Details:

Name			
Rank/Position		Collar Number	
Date of Request			

Incident Details:

Date of Incident		Time	
Location			
Camera Numbers			
STORM C&C			

Reason(s) for Request

Footage Format	Video <input type="checkbox"/>	Still Image <input type="checkbox"/>	Audio <input type="checkbox"/>
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Tel. Number & Email (Required for contact purposes and/or verification)	
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(Please note that this email address must match the requester's details)

*** Data Format – DVD Disc only ***

MERSEY TUNNELS POLICE USE ONLY

Authorised		Signature	
Date Completed		Legal File/ STORM C&C	
CD Case Reference		Image Reference Number	
HR Impact Assessment Ref.			