

Contents

Purpose	1
Scope	1
Agencies Granted Access	2
How Information is Disclosed	2
How Information is Handled	3
Data Subject Rights	4
Review and Monitoring	4

If you would like to contact us regarding this policy, or to exercise any of your rights under the GDPR in relation to our use of CCTV, the Data Protection Officer for Maples Community Care can be contacted via email: dpo@maples.co.uk, by writing to us at Data Protection Officer, Maples, 2nd Floor, Verona House, 53 Filwood Road, Bristol, BS16 3RX, or by telephoning 0117 302 61 60.

Maples Community Care is the controller for the personal information we process about you, unless otherwise stated.

Maples' sister company, Maples Community Housing Limited, is registered in England under company number 03526825 at the same registered address and utilising the same contact information. Personal data is managed in the main by Maples Community Care Ltd, though some limited functions are shared across these legal entities for business administration purposes.

Purpose

The Purpose of this Policy is to outline the Safeguards in place to the operation of and access to the CCTV systems for the CQC Registered Service at The Park as well as supported living schemes operated by The Maples Community.

The CCTV is operated for the safety and security of the people we support, our staff, visitors, and the premises. It is also designed to safeguard the information located within the premises either electronically or paper versions.

This policy also details the procedures for granting access to CCTV footage, disclosing information, and handling data in compliance with data protection legislation.

Scope

This policy applies to all CCTV systems operated by our organisation, including cameras located in communal areas and external to properties.



All staff including volunteers and student placements:

Service users

Stakeholders

Visitors

Service users' families / carers

Objectives of Camera Surveillance

In the security context, camera surveillance is generally used to achieve the following objectives:

To act as a deterrent and to help prevent security incidents.

To allow a security incident to be viewed in real time as the event is occurring and an appropriate response to be raised.

To record images which may be used in evidence if an incident is captured within the view of the camera.

Agencies Granted Access

Access to CCTV footage will be granted to the following agencies under specific circumstances:

- **Law Enforcement Agencies:** For the purpose of investigating criminal activities and supporting legal proceedings.
- **Regulatory Bodies:** For compliance with regulatory requirements and inspections.
- **Internal Departments:** For internal investigations, staff training, and safety reviews.

How Information is Disclosed

The disclosure of CCTV footage will be conducted in a controlled and secure manner:

- **Request Submission:** Agencies must submit a formal request specifying the purpose and scope of the footage required.
- **Authorisation:** All requests must be authorised by a designated senior manager or the data protection officer.
- **Secure Transfer:** Footage will be transferred securely, using encryption and secure channels to prevent unauthorised access.
- **Redaction:** Where necessary, footage will be redacted to protect the privacy of individuals not relevant to the request.



How Information is Handled

To ensure the security and integrity of CCTV data, the following measures will be implemented:

- **Data Security:** CCTV footage will be stored securely. Access will be restricted to authorised personnel only.
- **Retention Period:** Non-incident footage will be retained for a period of no more than 40 days, and then automatically deleted. Incident-related footage will be retained for the duration necessary for investigations and training.
- **Access Logs:** Detailed logs will be maintained to record all access to CCTV footage, including the date, time, and purpose of access, outcomes and who accessed the footage.

If footage is transported / shared, the access log will also record the member of the senior team authorising the transfer and their authorisation; the format in which the recording was transmitted, who it was transmitted to; on what grounds; any crime incident number to which the recording may be relevant; the place to which the recordings will be taken; signature, name, and badge number of the collecting police officer, where appropriate and any other relevant information.

- **Regular Audits:** Regular audits will be conducted to ensure compliance with this policy and data protection regulations.

Placement of Cameras

The effectiveness of the placement of cameras within the location is critical at controlling security risks:

Lighting levels, including shadowing, type and height including varying lighting levels in open areas and obstructions to view.

The view of the recommended camera height, considering building structure.

Whether private premises come within view of the camera.

Access to power supply.

Signage alerting to the presence of CCTV is on display at locations where CCTV is present and contact information is readily available to those accessing our properties should they wish to make a request in reference to our recording.

CCTV Locations

The Maples Community operates CCTV at the following locations:

- The Park (CQC Regulated Service) - GL12 8DR
- The Laurels (Maples Head Office) – BS16 5HW
- Forest Road Kingswood – BS15 8EG
- 148 Rose Green Road – BS5 7US



- 371 Fishponds Road – BS5 6RJ
- 30 Kensington Road – BS16 4LX
- 2a & 2b Forest Road – BS16 3XJ
- 118a & 118b Manor Road – BS16 2ER

Data Subject Rights

We are committed to upholding the rights of data subjects under data protection legislation and as laid out in our publicly available privacy notice:

- **Subject Access Requests (SARs):** Data subjects can request access to footage in which they appear. Requests will be processed within one month, with footage provided securely and with necessary redactions.
- **Right to Rectification and Erasure:** Data subjects can request the correction or deletion of their personal data. Requests will be assessed on a case-by-case basis.
- **Complaints Handling:** A formal complaints procedure is in place to address any concerns regarding the use of CCTV.

Review and Monitoring

This policy will be reviewed annually or in response to significant changes in legislation or organisational needs. Regular monitoring will ensure the CCTV system remains effective and compliant with data protection requirements.

Original Policy Created	October 2019
Revision History	
Policy Created October 2019 by Mason Carr	Policy Created for CQC Service
Policy reviewed March 2022 by Julie Matthews	Policy reformatted Information as to who the organisations data controller is included and contact details provided
Policy Reviewed March 2023 by Julie Matthews	Subject Access Data request contact information updated
Policy reviewed March 2024 by Julie Matthews	Mobizio replaced with Access Care Planning Locations list updated to include 2A/B Forest Road
Reviewed February 2025 by Alice Hargrave / Julie Matthews	Reformatted to match current branding. Details added to align with privacy notice. Removed Need for signature.

