

CCTV Policy

1. Introduction

- 1.1 Crewkerne Town Council ('the Council') operates three CCTV systems, one providing surveillance within the Town Hall and the Local Information Centre, one at the George Reynolds Centre, and the third, surveillance of various outside locations in the town centre.
- 1.2 This policy covers the management, operation and use of these CCTV systems and the associated data generated by the cameras and is in conformance with the council's GDPR policy.

2. The Requirement for CCTV Surveillance

- 2.1 Town Hall CCTV System
Protection of Local Information Centre staff and volunteers and council staff from unacceptable behaviour (verbal or physical abuse, intimidation or harassment) by members of the public who enter the building.
- 2.2 George Reynolds Centre CCTV System
Protection of GRC user groups, including Jigsaw staff and users, youth group, hirers, sports clubs volunteers and council staff from unacceptable behaviour (verbal or physical abuse, intimidation or harassment) by members of the public who enter the building.
- 2.3 Town Centre CCTV System
 - To discourage all types of criminal activity in the town centre and help reduce the fear of crime.
 - To provide the Police with evidential material in support of their investigations into criminal activity.
 - To enhance community safety and promote greater use of town centre facilities.
 - To promote and facilitate an active partnership between the Police, the council, the local business community and local residents, for the discouragement of crime.
- 2.4 The council will regularly review these requirements and re-evaluate whether a CCTV surveillance system is justified.

3 System Management

- 3.1 The council are responsible for ensuring that the CCTV system and cameras are properly maintained. In support of this, the council employs a specialist contractor to undertake regular system maintenance.
- 3.2 The Police, who are the users of the data, have a responsibility to alert the council when they encounter problems with either the system or the cameras.

- 3.3 While the Police may assist by notifying the council of any faults they encounter, ultimate responsibility for the operation, security and effectiveness of the CCTV systems rests with Crewkerne Town Council.

4 System Security

- 4.1 The CCTV control systems are contained within a secure room within the Town Hall building. Access to the CCTV control room is limited to the persons listed in 5.2.
- 4.2 All staff, councillors and volunteers with access to CCTV data will receive appropriate training in data protection, confidentiality and the responsible handling of CCTV footage.

5 CCTV Data Recording and Access

- 5.1 Data from the CCTV cameras is continually recorded. As a result, old data is continually overwritten as fresh data is recorded. Recorded data is generally retained for approximately three months, depending on file sizes.
- 5.2 Access to the CCTV data is restricted to the Town Councillors nominated as the council representatives for the Crewkerne Community Safety Group, the Town Clerk, Deputy Clerk and, by request, the Police.
- 5.3 Whenever the Police require data evidence to be taken from the CCTV recordings, an Evidence Form must be completed (see Appendix 1).
- 5.4 A log will be maintained of all instances where CCTV data is accessed, viewed, or shared. This log will include the date, time, reason for access, and the individual authorising the access.
- 5.5 Third-party access (for example, insurance companies, solicitors, or other organisations) is not permitted. Requests for data must be made through the Police, who may request the data directly in line with legal requirements.

6. Data Subject Rights

- 6.1 Under UK GDPR, individuals have the right to request access to personal data relating to them. If an individual believes they have been captured on CCTV operated by Crewkerne Town Council, they may submit a Subject Access Request (SAR) in writing to the Town Clerk. The council will respond within one calendar month, in line with statutory requirements.
- 6.2 Requests must include sufficient information to identify the individual and the relevant timeframe. The council may require proof of identity before fulfilling a request.
- 6.3 Where fulfilling a request would infringe the rights of other individuals (e.g. third parties visible in the footage), the council will take reasonable steps such as redaction or may refuse the request where appropriate under data protection legislation.

7. Data Breach Procedures

- 7.1 Any unauthorised access, loss or disclosure of CCTV data will be treated as a data breach. Crewkerne Town Council will follow its GDPR/Data Breach Policy, which includes investigating the breach, reporting it where required to the Information Commissioner's Office (ICO), and notifying affected individuals where appropriate.

8. Signage

- 8.1 Signage is in place within the Town Hall, the GRC and in a number of locations around the town centre, to alert members of the public that surveillance cameras are in use.
- 8.2 Signage will include contact details for Crewkerne Town Council as the data controller.

9. References

- Information Commissioner's Office (ICO) – ICO Data Protection Code of Practice for Surveillance Cameras and Personal Information, 2018
- UK GDPR and Data Protection Act 2018
- Surveillance Camera Code of Practice (Home Office, 2013, updated 2021)
- Freedom of Information Act 2000
- Human Rights Act 1998 (Article 8 – Right to Privacy)
- Local Government Association (LGA) guidance on CCTV and data protection

Version Control:

Updated by Policy and Resources Committee: 11th October 2021, Minute No. 16 21/22

Updated at Policy & Resources Committee: 13th October 2025 Minute No. 016 25/26

This policy will be reviewed every four years, or sooner if required by changes in legislation or council practice.

Review Date: **October 2029**



CREWKERNE TOWN COUNCIL
TOWN HALL
MARKET SQUARE
CREWKERNE
SOMERSET
TA18 7LN
TEL: 01460 74001

towncouncil@crewkerne-tc.gov.uk

Town Clerk: Gemma Hughes

EVIDENCE FORM

Date evidence taken from CCTV: _____

Crime Number: _____

Date of Crime: _____

Times Evidence Covers: _____

Signed: Avon & Somerset Police: _____

Print: _____

Signed: Crewkerne Town Council: _____

Print: _____