
Arkenstall Village Centre
(Registered Charity No. 300394)
7 Station Road, Haddenham, Ely, Cambs CB6 3XD

CCTV Policy

1. Introduction

The Arkenstall Village Centre (AVC) is a valuable community asset allowing groups and individuals to hire facilities for meetings, exhibitions, weddings and private parties. It is the centre of village activities for local groups including art classes, exercise groups, drama groups and organised groups for young people.

The AVC also plays host to Haddenham Library providing a link to the County's public library service for Haddenham and surrounding villages.

Following incidents of anti-social behaviour and possible criminal activity in the car park and directed at the AVC building, a review of security was undertaken. The installation of CCTV was one of the measures identified and agreed to try to prevent further incidents. This Policy provides details about the CCTV system and its intended use.

2. Legislation

The use of the CCTV system and its associated images are governed by the General Data Protection Regulation (GDPR). This Policy outlines the AVC's use of CCTV and how it complies with GDPR. The AVC Trustees have ensured that the Policy complies with the Information Commissioner's Office (ICO) CCTV Code of Practice in order that it is used responsibly, and with all due respect for the privacy of individuals.

3. Purpose of the cameras

- To obtain corroborative evidence should criminal activity or anti-social behaviour in the AVC car park be reported.
- To act as a deterrent to criminal activity and anti-social behaviour.
- To provide some reassurance to and to protect staff, volunteers, hirers and the public.
- To maintain the security of the AVC premises.

4. Area and operation of CCTV

The CCTV system comprises of three fixed cameras: two covering the car park area and building line, and one Headlight Compensation Camera (HLC) covering the entrance to the car park (so that car registration numbers can be read at night). The CCTV cameras are sited so they capture images relevant to the purposes for which they are intended. Recordings will be made 24 hours a day and seven days a week.

Real time CCTV images will not be monitored other than for routine testing purposes or it is thought that an incident is happening at that time. The recordings are protected by software security and access to video footage is password protected.

Recorded CCTV images are accessed by authorised personnel only in the event of a qualifying incident, to respond to a Subject Access Request (SAR) or during routine system testing.

Authorised personnel will have remote access to live footage via an app called IVMS-4500 (Apple). A username and password is required before footage can be accessed. This method of access will only be used if it is thought that an incident is happening at that time and it would be useful to assist in the reporting and/or detection of a crime or incident of anti-social behaviour.

Images are automatically recorded and are automatically deleted after a suitable period – usually 14 days – unless there is a valid reason to securely hold these images for longer whilst any investigations take place.

The recording equipment is stored in a secured place in the Arkenstall Village Centre.

5. Signage

All people entering the AVC car park are made aware of the presence of CCTV through signage.

6. Equipment

- **Our cameras:**

- 1 x Hikvision 78u 4k eyeball camera and 2.8mm lens
- 1 x Hikvision 19u 4k bullet camera and motor lens
- 1 x Hikvision 2645 4k bullet camera and motor lens

- **Our recording equipment:**

- 1 x Hikvision 7240 4 Channel network video recorder, 4TB hard drive, up to 8MP resolution recording, HDMI & VGA.

Our CCTV system does not have any sound recording capability.

The equipment was supplied by Oaks CCTV Ltd, Head Office: 24 Holly Blue Road, Wymondham, Norfolk, NR18 0XJ. The equipment is covered by various 2 and 3 year guarantees and will be maintained by the same company.

7. Procedure for accessing recordings

Access to any recordings is limited to the authorised personnel, the Police and Insurance Company loss adjusters (if required).

The AVC will not share footage with any individual wishing to access CCTV footage when a crime or incident has occurred (e.g. the individual's car was stolen or vandalised). The incident must instead be reported to the Police and/or insurance company who in turn can request a copy of the footage.

Individuals may exercise their rights under the General Data Protection Regulation (GDPR) and make a Subject Access Request (SAR). Please refer to the AVC's Privacy Policy and SAR Form for further details about how to make such as request.

At all times precautions will be taken to protect the rights of people whose images have been recorded.

8. Ownership and accountability

The cameras and the recording equipment are owned by the AVC and the management of the system is handled by the AVC Executive Committee.

The authorised personnel consist of: the Caretaker who is responsible for the day to day running of the CCTV system, which includes making weekly checks on the equipment to ensure it is in working order; the Trustee nominated as the Data Protection Officer (DPO); and two further nominated Trustees who are responsible for checking footage if there has been a crime or an incident of anti-social behaviour or a SAR has been received.

A copy of this CCTV Policy is available on the AVC website: arkenstallcentre.org.uk

Cambridgeshire Constabulary have been informed of the installation of the CCTV system and provided with a copy of this CCTV Policy.

Any written concerns, complaints or compliments regarding the use of the system are considered by the AVC Executive Committee. In the first instance these should be addressed to the Data Protection Officer who can be contacted at:

dataprotection@arkenstallcentre.org.uk