



The Element Factors

The Element Factors LTD

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Data Protection & CCTV Compliance

The Element Factors is committed to the privacy of our owners and tenants and the security of our community. We operate our CCTV systems in strict accordance with the **Data Protection Act 2018** and the **UK GDPR**.

Our Regulatory Status

We are a registered Data Controller with the Information Commissioner's Office. Our registration details are as follows:

- **Organisation Name: The Element Factors Ltd.**
- **ICO Registration Number: ZA230051**
- **Data Protection Officer: Element Factors**

Note: You can verify our status at any time by searching our registration number on the [Official ICO Register](#).

CCTV Data Handling: Crime Reference Number Protocol

We take our responsibilities as a **Data Controller** seriously, particularly when footage is processed in connection with criminal investigations. When a **Crime Reference Number (CRN)** is issued, our data handling procedures shift into a restricted protocol to ensure the integrity of the evidence.

1. Our Role as Data Controller

As the Data Controller, **The Element Factors** determines the purpose and legal basis for processing CCTV footage. In the event of a reported incident, our legal basis for processing shifts to:

- **Public Interest/Substantial Public Interest:** Assisting in the prevention and detection of crime.
- **Legal Obligation:** Complying with requests from law enforcement agencies.

2. Information for Data Subjects

If you are seeking footage related to a specific incident where a CRN has been generated:

- **Police Requests:** We prioritize requests made directly by law enforcement. Once a CRN is provided to us by the police, we secure the relevant footage to prevent it from being overwritten.
- **Third-Party Requests:** Under data protection law (such as the GDPR/UK GDPR), we cannot release footage containing third parties directly to individuals. We will, however, release this directly to the investigating officer assigned to your CRN.
- **Data Retention:** While standard footage is typically overwritten after **35-40 Days**, any footage tagged with a CRN is retrieved and uploaded to Police Scotland in accordance with their new data retrieval policy.
- Footage is uploaded securely via their portal and attached to your/their case with the relevant **CRN**