



CCTV Policy and Procedures

1. INTRODUCTION

1.1 The purpose of this Policy is to regulate the management, operation and use of the Closed Circuit Television (CCTV) system at The Element. Cameras are used to monitor activities within the buildings, on its sites, its car parks and other public areas to identify criminal activity actually occurring, anticipated, or perceived, and for the purpose of securing the safety and wellbeing of the owners, together with its tenants, contractors and visitors.

1.2 CCTV monitoring and recording systems will only be installed at the development once it has been reviewed and approved by TENOA.

1.3 The system comprises a number of fixed and fully functional cameras located in buildings and externally around the development. These are monitored by appropriate personnel.

1.4 The CCTV policy will be registered with the Information Commissioner under the terms of the Data Protection Act 2018. The developments use of CCTV complies with the requirements of the Data Protection Act and, where applicable, the Regulation of Investigatory Powers Act 2000. You can find more information about ICO Data Protection here.

1.5 This policy document will be subject to review annually to include consultation as appropriate with interested parties.

1.6 The CCTV system is owned by the Development.

1.7 Independently installed and operated CCTV systems by Owners/Tenants become the liability of the owner.

2. OBJECTIVES OF THE CCTV POLICY

2.1 The objectives of the CCTV Policy are to:

(a) Protect Development property.

(b) Ensure a safer environment within the Development.

(c) Support the Police in a bid to deter and detect crime, by providing evidence in support of an enquiry or prosecution.

3. OPERATION OF THE CCTV SYSTEM

3.1 Management of the system

3.1.1 The CCTV operating system will be administered and managed by The Element Factors in accordance with the principles and objectives expressed in the Development policy document.

3.1.2 The day-to-day management will be the responsibility of The Element Factors.

3.1.3 All cameras are monitored on the respective site where they operate, but can be monitored/access by authorised personal remotely where the equipment allows for it and in the case of an emergency.

3.1.4 The CCTV system will be operated 24 hours a day, 365 days of the year unless there is an equipment malfunction or loss of power to the camera system.

3.1.5 Warning signs, as required will be placed at all access routes to areas covered by the CCTV cameras.

3.2. System control - Monitoring procedures:

3.2.1 Bi – Weekly, a member of The Element Factors Team will logon to check and confirm the efficiency of the new system, ensuring that:

- the cameras are all functional
- the equipment is recording properly

3.2.2 Bi – monthly a visual inspection of all the new CCTV equipment will be made by a member of The Element Factors Team and recorded in the log book onsite in the plant room.

3.2.3 Access to the CCTV System will be strictly limited to The Element Factors and specific authorised persons. Unauthorised persons are not permitted to view live or pre-recorded footage.

Materials or knowledge secured as a result of CCTV will not be used for any commercial purpose.

Recording is carried out on digital data apparatus. These are located in secure sites across the development with the necessary security systems in place to safeguard the data.

Recorded data will only be released to the media for use in the investigation of a specific crime and with the written authority of the Police. Recorded data will never be released to the media for purposes of entertainment.

3.3 Exemptions:

3.3.1 The CCTV system is designed to ensure maximum effectiveness and efficiency but it is not possible to guarantee that the system will cover or detect every single incident taking place in the areas of coverage especially where large date ranges are needing to be investigated in case of data overwriting.

3.3.2 The old CCTV system which cannot be remotely managed or viewed will be visually inspected bi monthly and the inspection recorded in the Log Book onsite in the plant room

3.4 Retention and disposal of material:

Data disks will be disposed of by a secure method.

Footage will be stored on data recorder hard drives for up to 35 days depending on the amount of traffic that the specific recorder is capturing.

Footage will only be stored on data disks if footage is requested by external agencies in the process of detecting crime and in the prosecution of offenders.

4. DIGITAL RECORDING PROCEDURES

4.1 Rules for retention of data

A disk/USB drive can be released to the police or other authorised third party on production of a signed data access request form. Each disk should be sealed in its own case.

4.2 Dealing with official requests: use of CCTV in relation to criminal investigations:

4.2.1 CCTV recorded images may be viewed by the Police for the possible prevention and detection of crime.

4.2.2 A record will be maintained of the release of Data on Disk/USB drive to the Police or other authorised applicants.

4.2.3 Viewing of CCTV images by the Police will be under the management of The Element Factors. Requests by the Police can only be actioned under section 29 of the Data Protection Act 2018.

4.2.4 Should a disk/USB/Email be required as evidence, a copy may be released to the Police under the procedures described in paragraph 4.1. Disks/USB/Email will only be released to the Police on the clear understanding that the information remains the property of the Development and cannot be distributed to the general public unless it is in the interest of public safety

4.2.5 The Development retains the right to refuse permission for the Police to pass to any other person the disk or any part of the information contained therein.

5. BREACHES OF THE POLICY (INCLUDING BREACHES OF SECURITY)

5.1 Any serious breach of the policy will be immediately investigated and an independent investigation carried out to make recommendations on how to remedy the breach.

6. ASSESSMENT OF THE SCHEME

6.1 Performance monitoring, including random operating checks, may be carried out by The Element Factors.

7. COMPLAINTS

7.1 Any complaints about the CCTV system should be addressed to The Element Factors.

7.2 Complaints will be investigated in accordance with Section 5 of this policy.

8. ACCESS BY THE DATA SUBJECT

8.1 The Data Protection Act provides Data Subjects (individuals to whom "personal data" relate) with a right to access data held about themselves, including that obtained by CCTV.

8.2 Requests for information, including Data Subject Access Requests, should be sent to:

The Element Factors

2 Western Harbour Midway

Edinburgh

EH6 6PN

9. CURRENT CCTV LOCATIONS

Area	Information	No. of Cameras	Covering area
Car Park & Basement		36	High traffic areas
1 WHV	Top to Bottom	16	Basement and corridors
9 WHV	Ground floor	4	Lift, Entry & Courtyard Door
8 WHM	Top to Bottom	16	Basement and corridors

Inherited (old) system (previous Factors)

All other blocks have an old system, 2 per block facing the main entrance on Ground floor and Car Park entrances to the block.

Please note this system cannot be upgraded due to the age of the equipment and as such we can only monitor this onsite. This equipment is included in the visual inspections.

All information is saved on Hard drive loop for maximum of 3 weeks.

10. CHARGES

Charges for the retrieval of CCTV footage incidents are charged at £120 (Excluding VAT) for the first 60 minutes and thereafter £50 (Excluding VAT) per hour for a maximum of 4 hours. If no resulting footage is found within this period an authorised member of The Element Factors team will consult with TENOA to discuss possible further steps.

The document for stating an incident report start and finish time will be saved in a secure cloud location linked to The Element Factors Microsoft online account.

** please note for all retrieval a crime reference number will be required as per the CCTV ICO Policy document **

Next Review date: December 2026