



Needham Market Veterinary Centre

King William Street, Needham Market, IP6 8AE hello@nmvets.co.uk

CCTV and Audio Policy

Introduction

Bury St Edmunds Veterinary Centre uses closed circuit television (CCTV) images to provide a safe and secure environment for employees and for visitors to our premises, such as clients, contractors and suppliers, and to protect our property. In the consulting areas the CCTV cameras are audio enabled.

This policy sets out the use and management of the CCTV equipment and images in compliance with the Data Protection Act 1998 and the CCTV Code of Practice.

Purposes of CCTV

- To ensure the safety of clients, pets and staff
- To ensure that health and safety rules are being complied with.
- To assist with the identification of unsafe working practices.
- To monitor the security of the business premises
- To assist with staff training to improve and maintain our clinical standards.
- To enable accurate and prompt responses to any dispute or complaint that has arisen.

Location of cameras

Cameras are located at strategic points throughout the surgery, principally in all consulting rooms, reception area and around the perimeter of our premises. Bury St Edmunds Veterinary Centre has positioned the cameras so that they only cover communal or public areas on the business premises, they have been sited so that they provide clear images. No cameras are situated in, or will focus, on areas containing toilets.

All cameras are clearly visible.

Appropriate signs are prominently displayed so that employees, clients, and other visitors are aware they are entering an area covered by CCTV.



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Recording and retention of audio and images

Images and audio captured by the CCTV equipment are intended to be as clear as possible so that they are effective for the purposes set out above.

Maintenance checks of the equipment are undertaken on a regular basis to ensure it is working properly and that the media is producing high quality images.

Images are recorded in constant real-time (24 hours a day throughout the year).

As the recording system records digital images, any CCTV images and audio that are held on the hard drive of a server are deleted and overwritten on a recycling basis and, in any event, are not held for more than six weeks. Once a hard drive has reached the end of its use, it will be erased prior to disposal.

Images that are stored on, or transferred on to, removable media such as USB sticks are erased or destroyed once the purpose of the recording is no longer relevant. In normal circumstances, this will be a period of four-six weeks. However, where a law enforcement agency is investigating a crime, images may need to be retained for a longer period.

Access to and disclosure of audio and images

Access to, and disclosure of, images recorded on CCTV is restricted. This ensures that the rights of individuals are retained. Images can only be disclosed in accordance with the purposes for which they were originally collected.

The images filmed are held in a secure location centrally. Access to recorded images is restricted to the management team of Bury St Edmunds Veterinary Centre as per the uses of the CCTV set out in purposes. Viewing of recorded images will take place in a restricted area to which other employees will not have access when viewing is occurring.

If media on which images are recorded are removed for viewing purposes, this will be documented.



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Disclosure of images to other third parties will only be made in accordance with the purposes for which the system is used and will be limited to:

- The police and other law enforcement agencies, where the images recorded could assist in the prevention or detection of a crime or the identification and prosecution of an offender or the identification of a victim or witness.
- Prosecution agencies, such as the Crown Prosecution Service.
- Relevant legal representatives.
- Line managers involved with Company disciplinary and performance management processes.
- External training providers via secure platforms for specified and authorized staff training. Recordings are not retained once the training is complete.
- Individuals whose images have been recorded and retained (unless disclosure would prejudice the prevention or detection of crime or the apprehension or prosecution of offenders).

The Company directors are the only persons permitted to authorize disclosure of images to external third parties such as law enforcement agencies. Or in the event of their absence the Senior members of the management team.

All requests for disclosure and access to images will be documented, including the date of the disclosure, to whom the images have been provided and the reasons why they are required. If disclosure is denied, the reason will be recorded.

Individuals' access rights

You have the right to request a copy of the personal data that the Surgery holds about you, including audio and CCTV images if you are recognizable from the image.

If you wish to access any audio or CCTV images relating to you, you must make a written request to the Surgery. Your request must include the date and approximate time when the images were recorded and the location of the CCTV camera, so that the images can be easily located, and your identity can be



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established as the person in the images. We will respond promptly and in any case within 30 calendar days of receiving the request.

We will first determine whether disclosure of your images will reveal third party information as you have no right to access CCTV images relating to other people. In this case, the images of third parties may need to be obscured if it would otherwise involve an unfair intrusion into their privacy.

If we are unable to comply with your request because access could prejudice the prevention or detection of crime or the apprehension or prosecution of offenders, you will be advised accordingly.

Images must never be shared in the public domain.

Staff training

We will ensure that all employees handling CCTV images or recordings are trained in the operation and administration of the CCTV system and the impact of the Data Protection Act 1998 on the system.

Implementation

The Directors are responsible for the implementation of and compliance with this policy and the operation of the CCTV system and they will conduct a regular review of our use of CCTV. Any complaints or enquiries about the operation of our CCTV system should be emailed to the surgery.

Contact

If you have any questions, comments or requests regarding this policy please contact us at the surgery via email on hello@nmvets.co.uk or by phone on 01284 630650.

Changes to our privacy policy

This Policy was last updated in August 2024