

# CCTV Policy

## INTRODUCTION

Closed Circuit Television Systems (CCTVS) are installed at Owl Pest Control Ltd. Office. New CCTV systems will be introduced in consultation with staff and the board of management. Where systems are already in operation, their operation will be reviewed regularly in consultation with staff and the board of management.

## 1. PURPOSE OF POLICY

***“The purpose of this policy is to regulate the use of Closed Circuit Television and its associated technology in the monitoring of both the internal and external environs of the premises under the remit of Owl Pest Control Ltd.”***

CCTV systems are installed (both internally and externally) in premises for the purpose of enhancing security of the building and its associated equipment as well as creating a mindfulness among the occupants, at any one time, that a surveillance security system is in operation within and/or in the external environs of the premises during both the daylight and night hours each day. CCTV surveillance at the Office is intended for the purposes of:

- protecting the Company buildings and assets, both during and after working hours;
- promoting the health and safety of staff and visitors;
- reducing the incidence of crime and anti-social behaviour (including theft and vandalism);
- supporting the Gardai in a bid to deter and detect crime;
- assisting in identifying, apprehending and prosecuting offenders;
- ensuring that the Company rules are respected so that the Company can be properly managed; and
- Provide information in connection with stock discrepancies or trade counter customer queries.

## 2. SCOPE

This policy relates directly to the location and use of CCTV and the monitoring, recording and subsequent use of such recorded material.

## 3. GENERAL PRINCIPLES

Owl Pest Control as the corporate body has a statutory responsibility for the protection of its property, equipment and other plant as well providing a sense of security to its employees and customers to its premises.

Owl Pest Control owes a duty of care under the provisions of Safety, Health and Welfare at Work Act 2005 and associated legislation and utilises CCTV systems and their associated monitoring and recording equipment as an added mode of security and surveillance for the purpose of enhancing the quality of life of the Company by integrating the best practices governing the public and private surveillance of its premises.

The use of the CCTV system will be conducted in a professional, ethical and legal manner and any diversion of the use of CCTV security technologies for other purposes is prohibited by this policy, **e.g. CCTV will not be used for monitoring employee performance.**

Information obtained through the CCTV system may only be released when authorised by a Director, following consultation with the Managing Director. Any requests for CCTV recordings/images from An Garda Síochána will be fully recorded and legal advice will be sought if any such request is made. (See "Access" below). If a law enforcement authority, such as An Garda Síochána, is seeking a recording for a specific investigation, An Garda Síochána may require a warrant and accordingly any such request made by An Garda Síochána should be requested in writing and Owl Pest Control will immediately seek legal advice.

CCTV monitoring of common areas for security purposes will be conducted in a manner consistent with all existing policies adopted by Owl Pest Control, including Equality & Diversity Policy, Dignity at Work Policy, Codes of Practice for dealing with complaints of Bullying & Harassment and Sexual Harassment and other relevant policies, including the provisions set down in equality related legislation.

This policy prohibits monitoring based on the characteristics and classifications contained in equality and other related legislation e.g. race, gender, sexual orientation, national origin, disability etc.

Video monitoring of common areas for security purposes is limited to uses that do not violate the individual's reasonable expectation to privacy.

All CCTV systems and associated equipment will be required to be compliant with this policy following its adoption by Owl Pest Control. Recognisable images captured by CCTV systems are "personal data." They are therefore subject to the provisions of the Data Protection Acts 1988 and 2003, and GDPR 2018.

#### **4. JUSTIFICATION FOR USE OF CCTV**

Section 2(1)(c)(iii) of the Data Protection Acts requires that data is "**adequate, relevant and not excessive**" for the purpose for which it is collected. This means that Owl Pest Control needs to be able to justify the obtaining and use of personal data by means of a CCTV system. The use of CCTV to control the perimeter of the office building for security purposes has been deemed to be justified by the board of management. The system is intended to capture images of intruders or of individuals damaging property or removing goods without authorisation.

**CCTV systems will not be used to monitor normal staff / customer activity in the office.**

In areas of the office where CCTV has been installed, e.g. trade counter, warehouse entrance, office entrance, immediate car parks, the Operation Director has demonstrated that there is a proven risk to security and/or health & safety and that the installation of CCTV is proportionate in addressing such issues that have arisen prior to the installation of the system.

#### **5. LOCATION OF CAMERAS**

The location of cameras is a key consideration. Use of CCTV to monitor areas where individuals would have a reasonable expectation of privacy would be difficult to justify. Owl Pest Control has endeavoured to select locations for the installation of CCTV cameras which are least intrusive to protect the privacy of individuals. Cameras placed so as to record external areas are positioned in such a way as to prevent or minimise recording of passers-by or of another person's private property.

CCTV Video Monitoring and Recording of Common Areas at Owl Pest Control may include the following:

- **Protection of the Company buildings and property:** The building's perimeter and car park, entrances and exits, receiving areas for goods/services
- **Monitoring of Access Control Systems:** Monitor and record restricted access areas at entrances to buildings and other areas, e.g. trade counter, warehouse entrance
- **Verification of Security Alarms:** Intrusion alarms, exit door controls, external alarms
- **Video Patrol of Common Areas:** Parking areas, main entrance.
- **Criminal Investigations (carried out by An Garda Síochána):** Robbery, burglary and theft surveillance

## 6. COVERT SURVEILLANCE

Owl Pest Control will not engage in covert surveillance. Where An Garda Síochána requests to carry out covert surveillance on Owl Pest Control, such covert surveillance may require the consent of a judge. Accordingly, any such request made by An Garda Síochána will be requested in writing and the Company will seek legal advice.

## 7. NOTIFICATION – SIGNAGE

The Operation Director will provide a copy of this CCTV Policy on request to staff, customers and visitors to the Company. This policy describes the purpose and location of CCTV monitoring, a contact number for those wishing to discuss CCTV monitoring and guidelines for its use. The location of CCTV cameras will also be indicated to the Managing Director. Adequate signage will be placed at each location in which a CCTV camera(s) is sited to indicate that CCTV is in operation. Adequate signage will also be prominently displayed at the entrance to Owl Pest Control property. Signage shall include the name and contact details of the data controller as well as the specific purpose(s) for which the CCTV camera is in place in each location.



**Images are being monitored and recorded for the purpose of crime-prevention, the prevention of anti-social behaviour, for the safety of our staff and customers and for the protection of Owl Pest Control and its property. This system will be in operation 24 hours a day, every day. These images may be passed to An Garda Síochána.**

**This scheme is controlled by Owl Pest Control  
For Right of Access & more information contact (01) 452 36 80  
or  
check our CCTV Policy: <https://goo.gl/W9Jt8e>**

Appropriate locations for signage will include:

- at entrances to premises i.e. external doors, school gates
- reception area
- at or close to each internal camera



## 8. STORAGE & RETENTION

Section 2(1)(c)(iv) of the Data Protection Acts states that data ***"shall not be kept for longer than is necessary for the purposes for which it was obtained"***. A data controller needs to be able to justify this retention period. For a normal CCTV security system, it would be difficult to justify retention beyond a month (30 days), except where the images identify an issue – such as a break-in or theft and those particular images/recordings are retained specifically in the context of an investigation/prosecution of that issue.

**Accordingly, the images captured by the CCTV system will be retained for a maximum of 30 days, except where the image identifies an issue and is retained specifically in the context of an investigation/prosecution of that issue.**

The images/recordings will be stored in a secure environment with a log of access kept. Access will be restricted to authorised personnel. Supervising the access and maintenance of the CCTV System is the responsibility of the Operation Director. The Operation Director may delegate the administration of the CCTV System to another staff member. In certain circumstances, the recordings may also be viewed by other individuals in order to achieve the objectives set out above (such individuals may include the Gardai, the Managing Director, other members of the staff, representatives of the HSE or a recorded customer. When CCTV recordings are being viewed, access will be limited to authorised individuals on a need-to-know basis.

DVDs will be stored in a secure environment with a log of access to DVDs kept. Access will be restricted to authorised personnel. Similar measures will be employed when using disk storage, with automatic logs of access to the images created.

## 9. ACCESS

Tapes/DVDs storing the recorded footage and the monitoring equipment will be securely stored in a restricted area. Unauthorised access to that area will not be permitted at any time. The area will be locked when not occupied by authorised personnel. A log of access to tapes/images will be maintained.

Access to the CCTV system and stored images will be restricted to authorised personnel only, i.e. Managing Director and Operations Director.

In relevant circumstances, CCTV footage may be accessed:

- By An Garda Síochána where Owl Pest Control or its agents are required by law to make a report regarding the commission of a suspected crime; or
- Following a request by An Garda Síochána when a crime or suspected crime has taken place and/or when it is suspected that illegal/anti-social behaviour is taking place on Owl Pest Control property, or
- To the HSE and/or any other statutory body charged with public safeguarding; or
- To assist the Managing Director in establishing facts in cases of unacceptable staff or customer behaviour; or
- To data subjects (or their legal representatives), pursuant to an access request where the time, date and location of the recordings is furnished to Owl Pest Control, or
- To individuals (or their legal representatives) subject to a court order.

- To the business' Insurance Company where the insurance company requires same in order to pursue a claim for damage done to the insured property.

**Requests by An Garda Síochána:** Information obtained through video monitoring will only be released when authorised by the Operations Director following consultation with the Managing Director. If An Garda Síochána request CCTV images for a specific investigation, An Garda Síochána may require a warrant and accordingly any such request made by An Garda Síochána should be made in writing and Owl Pest Control should immediately seek legal advice.

**Access requests:** On written request, any person whose image has been recorded has a right to be given a copy of the information recorded which relates to them, provided always that such an image/recording exists i.e. has not been deleted and provided also that an exemption/prohibition does not apply to the release. Where the image/recording identifies another individual, those images may only be released where they can be redacted/anonymised so that the other person is not identified or identifiable. To exercise their right of access, a data subject must make an application in writing to the managing director of Owl Pest Control. Owl Pest Control may charge up to €6.35 for responding to such a request and must respond **within 40 days**.

Access requests can be made to the following: The Managing Director, Owl Pest Control Ltd., Unit 19, Tallaght Business Centre, Whitestown Road, Tallaght, Dublin 24, Ireland.

A person should provide all the necessary information to assist Owl Pest Control in locating the CCTV recorded data, such as the **date, time and location** of the recording. If the image is of such poor quality as not to clearly identify an individual, that image may not be considered to be personal data and may not be handed over by Owl Pest Control.

In giving a person a copy of their data, Owl Pest Control may provide a still/series of still pictures, or a disk with relevant images. However, other images of other individuals will be obscured before the data is released.

## 10. RESPONSIBILITIES

The Operation Director will:

- Ensure that the use of CCTV systems is implemented in accordance with the policy set down by Owl Pest Control
- Oversee and co-ordinate the use of CCTV monitoring for safety and security purposes within Owl Pest Control
- Ensure that all existing CCTV monitoring systems will be evaluated for compliance with this policy
- Ensure that the CCTV monitoring at Owl Pest Control is consistent with the highest standards and protections
- Review camera locations and be responsible for the release of any information or recorded CCTV materials stored in compliance with this policy
- Maintain a record of access (e.g. an access log) to or the release of tapes or any material recorded or stored in the system
- Ensure that monitoring recorded tapes are not duplicated for release

- Ensure that the perimeter of view from fixed location cameras conforms to this policy both internally and externally
- Approve the location of temporary cameras to be used during special events that have particular security requirements and ensure their withdrawal following such events. *NOTE: Temporary cameras do not include mobile video equipment or hidden surveillance cameras used for authorised criminal investigations by An Garda Síochána.*
- Give consideration to both customers and staff feedback/complaints regarding possible invasion of privacy or confidentiality due to the location of a particular CCTV camera or associated equipment
- Ensure that all areas being monitored are not in breach of an enhanced expectation of the privacy of individuals within the school and be mindful that no such infringement is likely to take place
- Co-operate with the Health & Safety Officer of Owl Pest Control in reporting on the CCTV system in operation in the Company
- Ensure that external cameras are non-intrusive in terms of their positions and views of neighbouring residential housing and comply with the principle of "Reasonable Expectation of Privacy"
- Ensure that monitoring disks are stored in a secure place with access by authorised personnel only
- Ensure that images recorded on DVDs/digital recordings are stored for a period not longer than 30 days and are then erased unless required as part of a criminal investigation or court proceedings (criminal or civil) or other bona fide use as approved by the Managing Director.
- Ensure that when a zoom facility on a camera is being used, there is a second person present with the operator of the camera to guarantee that there is no unwarranted invasion of privacy
- Ensure that camera control is solely to monitor suspicious behaviour, criminal damage etc. and not to monitor individual characteristics
- Ensure that camera control is not infringing an individual's reasonable expectation of privacy in public areas
- Ensure that where An Garda Síochána request to set up mobile video equipment for criminal investigations, legal advice has been obtained and such activities have the approval of the managing director.

## 11. SECURITY COMPANIES

If Owl Pest Control CCTV system is controlled by a security company contracted by the Company, the following applies:

Owl Pest Control has **a written contract with the security company in place** which details the areas to be monitored, how long data is to be stored, what the security company may do with the data, what security standards should be in place and what verification procedures apply. The written contract also states that the security company will give Owl Pest Control all reasonable assistance to deal with any subject access request made under section 4 Data Protection Acts 1988 and 2003 which may be received by the Company within the statutory time-frame (generally 40 days).

Security companies that place and operate cameras on behalf of clients are considered to be "Data Processors." As data processors, they operate under the instruction of data controllers

(their clients). Sections 2(2) and 2C of the Data Protection Acts place a number of obligations on data processors. These include having appropriate security measures in place to prevent unauthorised access to, or unauthorised alteration, disclosure or destruction of, the data, in particular where the processing involves the transmission of data over a network and against all unlawful forms of processing. This obligation can be met by having appropriate access controls to image storage or having robust encryption where remote access to live recording is permitted. Staff of the security company have been made aware of their obligations relating to the security of data.

## **12. IMPLEMENTATION & REVIEW**

The policy will be reviewed and evaluated from time to time. On-going review and evaluation will take cognisance of changing information or guidelines (e.g. from the Data Protection Commissioner, An Garda Síochána, Audit units, national management bodies, legislation and feedback from staff, customers and others).

The date from which the policy will apply is the date of adoption by the Managing Director. Implementation of the policy will be monitored by the Operation Director.

## APPENDIX 1 - DEFINITIONS

### **Definitions of words/phrases used in relation to the protection of personal data and referred to in the text of the policy;**

**CCTV** – Closed-circuit television is the use of video cameras to transmit a signal to a specific place on a limited set of monitors. The images may then be recorded on DVD or other digital recording mechanism.

**The Data Protection Acts** – The Data Protection Acts 1988 and 2003 confer rights on individuals as well as responsibilities on those persons handling, processing, managing and controlling personal data. All school/ETB staff must comply with the provisions of the Data Protection Acts when collecting and storing personal information. This applies to personal information relating both to employees of the organisation and individuals who interact with the organisation

**Data** - information in a form that can be processed. It includes automated or electronic data (any information on computer or information recorded with the intention of putting it on computer) and manual data (information that is recorded as part of a relevant filing system or with the intention that it should form part of a relevant filing system).

**Personal Data** – Data relating to a living individual who is or can be identified either from the data or from the data in conjunction with other information that is in, or is likely to come into, the possession of the data controller.

**Access Request** – this is where a person makes a request to the organisation for the disclosure of their personal data under Section 3 and/or section 4 of the Data Protection Acts.

**Data Processing** - performing any operation or set of operations on data, including:

- Obtaining, recording or keeping the data,
- Collecting, organising, storing, altering or adapting the data,
- Retrieving, consulting or using the data,
- Disclosing the data by transmitting, disseminating or otherwise making it available,
- Aligning, combining, blocking, erasing or destroying the data.

**Data Subject** – an individual who is the subject of personal data.

**Data Controller** - a person who (either alone or with others) controls the contents and use of personal data.

**Data Processor** - a person who processes personal information on behalf of a data controller, but does not include an employee of a data controller who processes such data in the course of their employment, for example, this might mean an employee of an organisation to which the data controller out-sources work. The Data Protection Acts place responsibilities on such entities in relation to their processing of the data.