



PRUDHOE TOWN COUNCIL CCTV POLICY
ADOPTED at the Ordinary Meeting on 28th May 2026

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1. Introduction

Prudhoe Town Council operates a Closed-Circuit Television (CCTV) system to enhance the safety and security of its residents, staff, and visitors, and to assist in the detection and prevention of crime. This policy outlines the legal framework, operation, and governance of the Council's CCTV system.

2. Objectives

- To enhance public safety by deterring and detecting crime.
- To protect Council property and assets.
- To support law enforcement authorities in investigating incidents.
- To ensure compliance with applicable laws and safeguard the privacy of individuals.
- To provide transparency in the Council's use of surveillance technology.

3. Legal Framework

Prudhoe Town Council's CCTV system operates in full compliance with the following UK laws and regulations:

Data Protection Act 2018 (DPA 2018) & UK General Data Protection Regulation (UK GDPR): The Council is committed to processing personal data captured by CCTV in a lawful, fair, and transparent manner. CCTV footage will only be used for specific purposes, including the prevention of crime, public safety, and supporting law enforcement. The Council maintains appropriate documentation, including Data Protection Impact Assessments (DPIAs) for its CCTV operations.

Surveillance Camera Code of Practice: Issued under the Protection of Freedoms Act 2012, the Council adheres to this Code to ensure that the use of CCTV is proportionate, necessary, and transparent. The Council follows the 12 guiding principles set forth in the Code.

Human Rights Act 1998: The Council ensures that the use of CCTV respects the rights to privacy under Article 8 of the European Convention on Human Rights. CCTV monitoring is carried out in a way that minimally interferes with individuals' privacy.

Freedom of Information Act 2000: Members of the public have the right to request information, including CCTV footage, under the Act. All requests will be handled in accordance with the law, with due consideration for data protection requirements.

Regulation of Investigatory Powers Act 2000 (RIPA): The Council ensures that any covert surveillance complies with RIPA where applicable, obtaining necessary authorizations before undertaking directed surveillance.

Protection of Freedoms Act 2012: The Council adheres to the provisions related to surveillance camera systems.

Data (Use and Access) Act 2025 (DUAA 2025): This Act received Royal Assent on 19 June 2025 and amends the UK GDPR and Data Protection Act 2018 in several ways directly relevant to CCTV operations. Key changes include: (i) a "stop the clock" mechanism for Subject Access Requests, allowing the one-month response period to be paused while awaiting clarifying information from the requester such as date, time, or camera location; (ii) a "reasonable and proportionate" search standard for SARs, meaning the Council is not required to expend disproportionate effort retrieving footage from extensive timeframes or multiple locations where this would be unreasonable; (iii) a new statutory right for individuals to complain directly to the Council as data controller (in addition to their existing right to

complain to the Information Commission), which must be supported by a documented complaints process — in force from 19 June 2026; and (iv) the renaming of the Information Commissioner's Office as the Information Commission. The Council's CCTV operations comply with this Act as it supplements the existing data protection framework.

4. Governance and Accountability

4.1 Roles and Responsibilities

Data Controller: Prudhoe Town Council is the data controller for all personal data processed through its CCTV system.

Senior Responsible Officer (SRO): The Clerk of the Council acts as the SRO for CCTV operations, with overall accountability for compliance with this policy and relevant legislation.

Data Processor: The Clerk of the Council acts as the SRO for CCTV operations, with overall accountability for compliance with this policy and relevant legislation.

Designated Point of Contact (DPOC) The Clerk of the Council acts as the SRO for CCTV operations, with overall accountability for compliance with this policy and relevant legislation.

4.3 Documentation and Records

The Council will maintain:

- A map showing the location of all cameras
- Records of all access to and sharing of CCTV footage
- Data Protection Impact Assessments for the CCTV system
- Regular audit reports on system compliance and effectiveness via scheduled meetings

5. Operation and Management

The operation, surveillance, playback, and sharing of CCTV footage is managed by Prudhoe Town Council.

The responsibilities will include:-

Camera Operation: Installing and maintaining CCTV cameras in key locations identified by the Council for crime prevention and public safety. Cameras are clearly visible and signposted with appropriate notices that identify:

- The purpose of the surveillance
- The data controller (Prudhoe Town Council)
- Contact information for inquiries

Footage Access: Controlling access to recorded footage and ensuring only authorised personnel view or handle the footage. A log must be maintained recording:-

- Date and time of access
- Identity of the individual accessing the footage

- Reason for access
- Footage viewed
- Any copies made or footage shared

Footage may be shared with law enforcement agencies, NCC Community Safety Team, NCC Environmental Enforcement, and any Local Authority body when necessary, subject to appropriate documentation.

Playback and Retention: Ensuring recorded footage is retained for a maximum of 30 days, unless needed for ongoing investigations. After this period, the data will be securely deleted through automated processes.

Data Security: Protecting recorded footage from unauthorised access, loss, or damage. Prudhoe Town Council will ensure the system is regularly reviewed for security and compliance, implementing:-

- Secure access controls (passwords, encryption where appropriate)
- Audit trails of system access
- Regular security testing
- Secure transmission methods when sharing footage

System Maintenance: Regular maintenance to ensure all equipment remains functional and secure, with a documented maintenance schedule and prompt resolution of any faults.

6. Subject Access Requests

Individuals have the right to request access to their personal data captured by the CCTV system under the UK GDPR and Data Protection Act 2018. These rights are supplemented by the Data (Use and Access) Act 2025. The Council will:-

- Process requests within one month of receipt. Under the Data (Use and Access) Act 2025, this period may be paused (“stop the clock”) while the Council seeks clarifying information from the requester, for example the date, time, or camera location relevant to their request. Any pause must be documented and the requester informed promptly
- Verify the identity of the requestor
- Take steps to prevent disclosure of third-party personal data where possible
- Provide footage in an appropriate format
- Document all requests and responses
- Conduct a reasonable and proportionate search when locating relevant footage. Under the Data (Use and Access) Act 2025, the Council is not required to expend disproportionate effort retrieving footage across extensive timeframes or multiple camera locations. Where a request is insufficiently specific to allow a targeted search, the Council will contact the requester for clarification before commencing the search

Requests should be made in writing to the Council, providing sufficient information to locate the relevant footage, including date, time, and location.

7. Sharing Crime Prevention Information

Prudhoe Town Council recognises the important role CCTV can play in supporting public safety, reducing crime, and increasing community confidence. Where CCTV footage assists in the prevention or detection of crime, the Council may, where appropriate, share information relating to successful interventions, while ensuring compliance with all applicable legal and data protection requirements.

The following principles will apply-

Protection of Personal Information: Any information shared will be anonymised wherever possible to protect the identity and privacy of individuals, unless disclosure is permitted or required by law. Personal data will not be disclosed without a lawful basis or explicit consent where required.

Partnership Working: The Council will work closely with law enforcement agencies and relevant partners to ensure that any information shared achieves an appropriate balance between transparency, public reassurance, and confidentiality.

Public Communications: The Council may publish examples of how CCTV has contributed to crime prevention or detection through official communication channels, including newsletters, social media, websites, and press releases. All communications will comply with data protection legislation and confidentiality requirements.

Authorisation: Any public release of CCTV-related case studies or crime prevention information must be reviewed and approved by the Senior Responsible Officer (SRO) prior to publication to ensure compliance with legal, operational, and ethical standards.

8. Training and Awareness

All Council employees, councillors, contractors, and authorised users involved in the operation or management of the CCTV system will receive appropriate training relevant to their role. Training may include:-

- Data protection and privacy awareness
- Operation and appropriate use of CCTV equipment
- Security procedures and system access controls
- Handling Subject Access Requests and disclosure requests
- Incident reporting and escalation procedures
- Training will be reviewed and refreshed annually, and records of completed training will be maintained by the Council.

9. Monitoring and Review

This policy will be reviewed each year to ensure continued compliance with current UK legislation and regulatory requirements. Periodic audits of the CCTV system will also be undertaken to assess its effectiveness and compliance with this policy, including any operational or legal considerations.

Any amendments to this policy must be approved by the full Council prior to implementation.

10. Complaints

Any complaints or concerns regarding the Council's CCTV system can be directed to the Clerk. Complaints will be:-

- Acknowledged within five working days
- Investigated thoroughly
- Responded to within 20 working days

Complaints will be handled in accordance with the Council's complaints procedure, and individuals have the right to escalate any concerns to the Information Commission (formerly the ICO, renamed under the Data (Use and Access) Act 2025). Under the Data (Use and Access) Act 2025, individuals also have the right to complain directly to the Council as data controller about how their personal data has been processed, including through the CCTV system. This right is in addition to the right to complain to the Information Commission. The Council will handle all such complaints through its documented complaints process and will provide a substantive response within 20 working days.

11. Contact Information

For any queries regarding this policy or to request access to CCTV footage, please contact:-

Prudhoe Town Council

Telephone: (01661) 835487

Email: info@prudhoetowncouncil.gov.uk

Website: www.prudhoetowncouncil.gov.uk