



BIRMINGHAM CHILDREN'S TRUST

CCTV Recording Management Process

One Avenue Road and Lifford House

Here are some examples of requests and what the procedure would be:

- External investigative (emergency services, ongoing event) such as Police responding to an incident - The responding service can approach reception/Vertas directly to request the footage. This can be searched for and provided via means of a memory stick. In these instances we must make written note of the time of the request, the range of data provided (date/times camera numbers etc). The requestor must have first provided acceptable identification that also confirms the service that they are representing. Furthermore, the identification number(s) of the persons requesting such footage, a contact number/e-mail address must also be recorded in writing. The Data Protection Officer must be notified of all instances of this nature at the earliest opportunity.
- External investigative (emergency services, past event) such as Police - The Police can make a formal written request direct to the Trust's Data Protection Officer to view our footage and, if held, it will be provided to the Investigating Officer.

If an individual has been involved in a collision or incident on Trust premises, with Police involvement, and they have a crime reference number, they should contact the Police directly to request CCTV footage and **not** the Trust as they will be advised to re-contact the Police.

- External investigative (non-emergency) such as an accident or insurance investigator. This must be made via a formal written request direct to the Trust's Data Protection Officer. Once the DPO has vetted and confirmed this request then the footage can be released.
- Internal investigative such as is required to support disciplinary proceedings or Health and Safety. This must be made via a formal written request direct to the Trust's Data Protection Officer. Once the DPO has vetted and confirmed this request then the footage can be released.
- Subject Access Requests. This must be made to our Disclosure team via this [link](#)
- Informal queries, such as tracking lost property. These can be made direct to reception who can discuss with Vertas. Footage can be reviewed by Vertas staff only who can confirm whether an item has been seen or not. The footage must not be shared or shown to the requester.

Under no circumstance must any footage be deleted from the system.

This list is not exhaustive and will be refined as time goes on.

In all instances where footage is to be released, Vertas will be provided with instructions on what is required and how it is to be provided.

If there are any further queries then please contact our Data Protection Officer at dpo@birminghamchildrenstrust.co.uk