



## PRIVACY NOTICE – TRICURO CCTV SYSTEMS

This privacy notice describes how data will be held and processed by Tricuro. You can find our other data protection privacy notices on our website [www.tricuro.co.uk](http://www.tricuro.co.uk).

These privacy notices form the basis of our commitment that we will protect your rights and your personal information and will process it appropriately, fairly and lawfully. Personal information can be anything that identifies and relates to a living person.

### Who we are

Tricuro is a local authority trading company, wholly owned by Dorset Council and Bournemouth, Christchurch and Poole Council. We provide care and support services to adults, their families and carers. Our services include care at home; day services; care and nursing homes and carers services.

Tricuro is registered as a data controller with the Information Commissioner's Office (the ICO) and is responsible for the personal information it collects via the CCTV systems operating from its sites.

### Why we collect personal information through CCTV systems

Tricuro will use CCTV as and where required for the purposes of protecting its buildings and assets; deterring and detecting crime; supporting the possible prosecution of offenders and protecting the safety and security of the public (including our staff, clients and visitors).

Some examples of how personal information may be used are given below (this is not an exhaustive list):

- To investigate and detection crime;
- To prevent and reduce crime and disorder;
- To help identify, apprehend and prosecute offenders;
- To provide evidence in criminal or civil proceedings;
- To identify witnesses.

We will collect images from external areas only. Signs are displayed in all locations where CCTV systems are in operation, providing details of who to contact for further information at each site.

Tricuro will not use voice recording systems or engage in covert surveillance.

We only collect information which is proportionate to the purposes stated above.

### The legal basis for using personal information

Our lawful basis/reason for collecting and processing this information is for our legitimate business purposes. We use this information so we can support our purposes, noted above, which include the protection of buildings and assets and the safety and security of the public, as may reasonably be expected as part of running our business.

### Storage and retention of information

Images will be stored safely and securely at all times. They will be retained for 31 days, after which time they will be permanently deleted, unless they are required for an ongoing incident or investigation which has been identified. In such cases images will be retained for as long as necessary, for example until the conclusion of any criminal proceedings arising from an incident).



## **Who we may share your information with**

We will only disclose CCTV images to third parties, for example to the police or other law enforcement agencies, where we are legally obliged to do so, or where we are legally permitted to do so under certain exemptions – such as for the prevention or detection of crime.

## **Accessing the information we hold about you**

You have the right to request, in writing, details of the information that is held about you and the right to access a copy of CCTV footage. This may be by Tricuro inviting you to view the footage on the site or by providing copies of the images.

Please contact the Tricuro site where the images were filmed for further information about how to make a subject access request or contact Tricuro's head office: contact details below.

Sometimes there may be information we are not allowed to show you, such as images of other people: this is called third-party information.

## **Concerns or complaints**

If you have any concerns or complaints about how we collect, use or hold your information, you should contact the relevant Tricuro site or our head office without delay. Please see the contact details below.

## **Head Office contact details**

Please contact the Tricuro Head Office if you have any questions about this privacy notice and/or the use of your personal information.

Beech House, 28-30 Wimborne Road, Poole, Dorset BH15 2BU. Telephone 01202 797888  
Email: [enquiries@tricuro.co.uk](mailto:enquiries@tricuro.co.uk)