

Privacy Notice – CCTV

This privacy notice describes how data will be held and processed by Tricuro in relation to the use of Close Circuit Television or CCTV across all our services. You can find our other data protection privacy notices on our website www.tricuro.co.uk

These privacy notices form the basis of our commitment that we will protect your rights and your personal information and explain how we will process it appropriately, fairly, and lawfully.

Who are Tricuro?

Tricuro is a local authority trading company, wholly owned by 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 do 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 of the premises we lease only i.e., there is no internal CCTV used and we do not collect footage from areas outside of our building boundaries.

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.

What is the legal basis for using this personal information via CCTV?

Our lawful basis for collecting and processing this information is for our legitimate business purposes. We use this information so we can support the safe running of our company, in the ways noted above, which include the protection of buildings and assets and the safety and security of the public, our employees and anyone who uses or visits our services, as may reasonably be expected as part of the running of our business.

How do we store and retain this information?

Images will always be stored safely and securely. 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 do we 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.

How could you access 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, on the 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, and we are not authorised to share or disclose any information about others in this way.

What if I have a query, complaint or would like more information?

If you have any concerns or complaints about how we collect, use, hold or share your information, you should contact us without delay at:

Beech House, 28-30 Wimborne Road, Poole, Dorset BH15 2BU.

Telephone: 01202 797888

Email: enquiries@tricuro.org

If you are not satisfied with our response to a complaint, you can contact the Information Commissioner's Office:

Address: Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Telephone: 0303 123 1113.

Website: www.ico.org.uk