

Appendix A

Part 6 – The Installation of CCTV in Licensed Vehicles

1. Introduction

This Policy complies with:

- [Information Commissioner Office - A data protection code of practice for surveillance cameras and personal information](#)
- [Home Office - Surveillance Camera Code of Practice](#)
- [Surveillance Camera Commissioner Code of Practice – A guide to the 12 principles](#)

And has regard to:

- [Local Government Association – Developing an approach to mandatory CCTV in taxis and PHVs](#)

It shall apply to the voluntary (i.e. not compulsory) closed circuit television surveillance scheme installed in vehicles licensed by Telford & Wrekin Council.

2. Purpose and objectives of the scheme

The objectives of a voluntary CCTV scheme in Telford & Wrekin Council licenced Vehicles is the following:

- To seek to safeguard vulnerable passengers
- To provide assurance to drivers to protect them from unjustified allegations
- To try to prevent and detect crime, disorder and anti-social behaviour
- To reduce both the real and perceived level of crime, disorder and anti-social behaviour
- To provide reassurance to law abiding citizens by the legal and effective use of CCTV.
- To assist in the apprehension and prosecution of offenders
- To support the detection of offences and to provide evidential material for court proceedings
- To gather evidence by a fair and accountable method.

3. System Ownership

Private Hire and Hackney carriage vehicle owners will purchase the CCTV systems. Telford & Wrekin Council will be the data controller.

4. Permitted Systems

Only CCTV systems approved by Telford & Wrekin Council and which comply with this Policy and with the ICOs blog "ICO on CCTV in taxis 10th September 2018" will be permitted to be installed in licensed vehicles. Connected (data can be downloaded via the data processor who can access the box remotely and send the encrypted data to the data controller) and unconnected systems (where the box has to be removed from the vehicle in order to download data) will be permitted.

All systems must comply with the following requirements:

- The installation of CCTV equipment must not interfere with any other safety, control, electrical, computer, navigation, satellite, card payment device or radio system in the vehicle.
- CCTV equipment must be installed in such a manner so as not to increase the risk of injury and/or discomfort to the driver and/or passengers.
- Viewing screens within the vehicle for the purpose of viewing captured images are not permitted.
- All CCTV equipment must be checked regularly and maintained to operational standards, including any repairs after damage. All system components requiring calibration in situ should be easily accessible.
- All equipment must be protected from the elements, secure from tampering and located such as to have the minimum intrusion into any passenger or driver area or impact on the luggage carrying capacity of the vehicle.
- System cameras must be activated when the vehicle ignition is switched on and the cameras must record at all times when the vehicle is used for hire and reward.
- Unconnected and Connected systems must permit footage to be retained for a minimum of 28 days. Loop recordings must not be permitted to be overwritten for 28 days (if the vehicle is being used for hire and reward on double shifts, a second hard drive must be installed in the boot of the vehicle).
- The Supplier of Connected systems must have security accreditation and their server must be located in a country where there is access from the UK.
- Continuous recording of images only
- An emergency audio button can be pressed by the driver where the driver and passenger are involved in a dispute or the driver feels threatened by the behaviour of a passenger. A further emergency audio button located in the rear of the vehicle can be pressed by a passenger who feels threatened by the behaviour of the driver. Both buttons, to activate 3 minutes of audio recording
- Camera(s) will have a fixed lens. Only one camera will be allowed in private hire vehicles and up to two cameras for purpose built hackney carriages.
- A Privacy Box situated in the boot of the vehicle which can be activated when the vehicle is being used for social and domestic use. The privacy button will allow the temporary deactivation of the camera(s). Once the ignition is switched off, the privacy box ceases to operate and the next time the ignition is switched on, the camera(s) will activate as normal.
- Have a minimum of a 15 minute power delay when the ignition is turned off so that the camera continues to record for a minimum of 15 minutes afterwards.

- Have a LED panel above the rear view mirror or on the dash so that the driver and passenger can see if the camera is working.
- If the system is Unconnected, the hard drive must be stored in the boot of the vehicle. It must not be able to be removed out of its box whilst locked and only the data controller will be able to unlock the box.

5. Signage

Visible signage which shows that there is CCTV inside the vehicle must be displayed on the outside of the vehicle so that the public are aware that they are entering an area which is covered by a camera. Further signage which complies with the Information Commissioner's document "A data protection code of practice for surveillance cameras and personal information" must be fixed to the inside of the vehicle. The signs will state the following information:

- The purposes of the scheme
- The name of the Data Controller
- The Data Controller's contact telephone number
- That it includes audio by the activation of an emergency audio button
- Direction to the Council's privacy notice

6. Data Protection

There will be a formal written contract between the data controller and the data processor (service provider).

Telford & Wrekin Council will ensure the protection of individuals and the public by complying with the Information Commissioner's document "A data protection code of practice for surveillance cameras and personal information".

Only the Data Controller (Telford & Wrekin Council) will have access to images and audio recordings. Images and audio recordings will be processed for authorised purposes only. Such data will be processed and downloaded only in accordance with section 7 below. The data will be stored securely in accordance with the Data Protection Act 2018 and in accordance with the Council's Data Protection Impact Assessment which can be viewed on Telford & Wrekin Council's website.

Statutory bodies such as the Police may have access to information permitted for disclosure on application to Telford & Wrekin Council.

7. Authorised Purposes for the Use of Recorded Images

Data will only be downloaded in exceptional circumstances, where a legal base exists under the data protection legislation, for, example:

- Where a crime has been reported which involves the specific vehicle and the police have formally requested the data

- When a substantive complaint has been made to the Licensing Authority regarding a specific vehicle/driver and that complaint is evidenced in writing (and cannot be resolved in any other way)
- Where a Data request is received from an applicant e.g. police or other Statutory Body that has a legal basis to have access to the data requested to assist them in an investigation that involves a licensed vehicle or driver
- Where a Subject Access Request compliant with GDPR is made to the Licensing Authority.

8. Release of Information to the Public

Individuals may request to view information concerning themselves held on record in accordance with the Data Protection Act 2018 by visiting Telford & Wrekin Council's website and making a request to access personal data.

9. Audit and Policy Review

Regular audits carried out by the Public Protection Manager will check the operation of both the procedural requirements of the scheme and the installed hardware systems for compliance with the Policy. It will consider the following:

- The level of attainment of the scheme's objectives and procedures
- Audits of the data log and release of information.

10. Complaints

A member of the public wishing to make a complaint about the system may do so through Telford & Wrekin Council's complaint procedure by visiting Telford & Wrekin Council's website.