

CCTV Code of Practice Policy



WELLS CITY COUNCIL

Town Hall, Market Place
Wells, Somerset. BA5 2RB

www.wells.gov.uk

November 2025

CERTIFICATE OF AGREEMENT

The content of this Code of Practice is hereby approved in respect of Wells City Council Closed Circuit Television System and, as far as is reasonably practicable, will be complied with by all who are involved in the management and operation of this system.

Signed for and on behalf of Wells City Council:

Name: Haylee Wilkins

Position: Town Clerk

Date: November 2025

SECTION 1: INTRODUCTION & OBJECTIVES

1.1 Introduction

Wells City Council operates a Closed Circuit Television (CCTV) system ("the System"). The System comprises a number of cameras installed at strategic locations throughout the Council's assets, with this being restricted to the Wells Town Hall and Portway Annexe. The cameras fitted are 5mp Smart Dual Illumination Active Deterrence Fixed-focal Eyeball WizSense Network cameras and Hikvision cameras. Some of these cameras are fully operational with zoom capabilities, while others are fixed-position cameras with on-site recording. These systems are monitored on site via a controlled access room.

Wells City Council and its representatives acknowledge at the outset of this document their agreement to uphold the principles outlined in this Code of Practice (hereafter referred to as the *Code*).

For the purposes of this document:

- The owner of the System is Wells City Council.
- Under the General Data Protection Regulation 2016 (GDPR) and The Data Protection Act 2018, the data controller is Wells City Council.
- Wells City Council is responsible for managing the System and is designated the Data Controller.

Section 3 outlines the responsibilities of those involved in overseeing and managing the System.

1.2 Partnership Statement – Human Rights Act 1998

Wells City Council recognise their obligations under the Human Rights Act 1998. The use of CCTV is considered a necessary and proportionate tool to reduce crime, enhance public safety and ensure lawful enforcement.

Adherence to this Code of Practice, along with the supporting CCTV Policy, will guarantee that all evidence is appropriately secured, stored, and made accessible when required, in line with the rights of the individual.

The Wells City Council CCTV Systems will be operated with full respect for individuals, ensuring protection from inhuman or degrading treatment and strictly avoiding any form of discrimination based on age, disability, gender, race, religion or belief, sexual orientation, political or other opinion, national or social origin, association with a national minority, property, birth, or any other status.

1.3 Objectives of the System

The objectives of the Wells Town Hall CCTV System, which form the lawful basis for the processing of data, are:

- To deter criminal activity
- To detect crime and assist with prosecution
- To support staff, public and visitor safety
- To help protect the assets of the Council
- To ensure the lawful and transparent operation of all CCTV systems
- To protect individual rights and freedoms.
- To control access, storage, and disclosure of CCTV data.
- To ensure accountability and oversight of CCTV usage.

1.4 Procedure Manual

A separate Procedure Manual supplements this Code, detailing operational guidance for staff and stakeholders.

SECTION 2: STATEMENT OF PURPOSE AND PRINCIPLES

2.1 Purpose

Wells City Council is committed to using Closed-Circuit Television (CCTV) systems responsibly and in accordance with legal obligations to enhance public safety, reduce crime, and protect council assets. This policy ensures compliance with the Surveillance Camera Code of Practice, issued under the Protection of Freedoms Act 2012, and aligns with data protection principles under the UK GDPR and Data Protection Act 2018.

2.2 General Principles

- Operation shall comply with the Human Rights Act 1998, GDPR, and the Data Protection Act 2018.
- CCTV shall only be used for specified purposes
- Privacy zones shall be established to avoid intrusion
- Operators must be trained, licensed, and act with integrity

2.3 Copyright

All recorded materials remain the property of Wells City Council. Upon release to partners (e.g. Police), those partners become the Data Controller for the copy.

2.4 Camera Locations

Cameras are installed in public areas within and immediately outside the Town Hall and Portway Annexe in Wells.

2.5 Monitoring and Recording

Live monitoring is conducted by trained personnel only and must be carried out in accordance with the CCTV Policy.

Footage is only taken within and immediately outside the premises of the Town Hall and Portway Annexe.

2.6 Human Resources

Recorded footage is restricted to authorised personnel only, (e.g.system users, data protection officers and designated investigators).

2.7 Retention and disposal

Recorded footage will be retained for a maximum of 30 days, unless required for ongoing investigation.

2.8 Operators' Instructions

Technical guidelines are provided by equipment suppliers, all operational instructions are abided by in line with the CCTV Policy.

SECTION 3: GOVERNANCE AND ROLES

3.1 Roles

Below sets of the responsibilities of assigned roles;

Role	Responsibilities
System Viewers	Trained personnel authorised for viewing of live footage only
System Operators	Manage installation, maintenance, and system integrity.
System Users/Investigators	Trained personnel authorised to access and review footage.
Data Protection Officer (DPO)	Approves data disclosures, handles breaches, oversees compliance.

The systems operators are authorised Managers and Officers of the Council. The Data Protection Officer is also known as the Responsible Officer or Town Clerk.

3.2 Reviewing CCTV Footage

- Only designated and trained personnel may access recorded footage.
- Each review must be documented, recording:

- Date and time
 - Purpose of review
 - Reviewer's identity and role
- Reviews must be for legitimate, documented reasons such as crime investigation or safety concerns.

SECTION 4: PRIVACY AND DATA PROTECTION

4.1 Data Handling

All personal data is processed lawfully, fairly and with respect to privacy rights.

4.2 Data Controller

Wells City Council is the Data Controller.

4.3 Subject Access Requests

Requests should be submitted to the Town Clerk of Wells City Council. Proof of identity and specificity of the request are required.

4.4 Exemptions

Certain requests may be denied under lawful exemptions, including crime prevention and national security. For more information, contact the Town Clerk.

4.5 Operators' Instructions

These technical guidelines have been provided by equipment suppliers and are accessible to staff via paper or electronic copy as required.

4.6 Code Changes

Wells City Council will review the code of conduct annually to ascertain if any changes to the Code has been undertaken. Any and all updates to this policy will be done so in a timely manner.