

Dorset Libraries CCTV processing notice

This notice is to tell you why we need your information and how we will handle it. This notice is for CCTV in libraries with Extended Access.

What information do we need from you?

CCTV will capture information in real time wherever the cameras are pointed, and these cameras capture footage of you whilst you are on the premises. Cameras are situated both inside and outside the buildings.

CCTV will be in constant operation whilst the library is staffed and in Extended Access mode. This enables the premises to be remotely monitored to alert staff to any issues.

Extended Access is available at Verwood and Sturminster Newton libraries, Sherborne and Gillingham libraries will be going live later in 2025. Please check your local library webpage for details of Extended Access opening hours.

In the event of an emergency or incident there is an emergency phone which will connect you directly to Customer Services who will be able to help you. No audio record of such conversations will be made.

Signs are displayed externally as well as throughout the library to remind customers that CCTV is in operation.

Why do we need this?

We need to capture footage with surveillance cameras.

- to ensure the health and safety of employees and visitors to the sites
- to detect, prevent or reduce the incidence of crime
- to prevent and respond effectively to all forms of possible harassment and disorder
- to reduce fear of crime
- to create a safer environment
- to provide emergency services assistance
- to assist with health and safety and other serious occurrences
- for the defence of the council or its employees with regards to legal or insurance claims

Why are we allowed to process your information?

Data protection law allows us to process your information within certain conditions. In this case we are using as the lawful condition for us to do this:

- our legal obligations
- our legitimate interests

We also need an appropriate lawful reason to process sensitive data. In this case we are processing your sensitive personal data because:

- this is necessary as part of your employment or social security and protection law
- of substantial public interest

Who will we share this with?

Sometimes we need to share your information with others. We will only do this when it is necessary, or if we are required to do so by law. We do not plan to share it with anyone else or use it for anything else. When it is necessary, we may disclose footage to specific partners.

We may be asked to provide footage to assist the police with any criminal damage or their investigations. We may also be asked for footage from insurance companies should there be an incident involving car accidents or damage to cars parked on council premises. However, there is no planned regular or scheduled sharing of CCTV footage with any external organisations. Should this situation change, this fair processing notice will be updated and reissued, in order to keep you fully aware of how the council plans to use CCTV footage which you may be captured in.

CCTV footage will only be processed internally by council staff who are authorised to do so and any other departments where there is a legitimate and lawful reason for their involvement, such as HR colleagues in the event of an investigation.

From time-to-time CCTV on entry points to the council premises may be used for monitoring purpose but at no time will individuals be the focus of this monitoring. Instead, it may be used to see if there are any issues with security or access. Trained and authorised council staff will be able to remote access onto live CCTV footage to perform security sweeps when a building is shut to ensure all members of the public have successfully vacated the premises and that there are no hazards in the building.

How will we keep it secure?

We will take all reasonable steps to prevent the loss, misuse or alteration of your personal information. Only the people who need to see your personal information will be allowed access to it. We will not send your information outside the UK/Europe.

CCTV images are held locally on image servers in libraries for 30 days. Access to the image server is protected via username and password. Image servers are located in access controlled back-office locations. Images can only be viewed by named officers and in accordance with the councils CCTV policy.

How long will we keep it for?

We will only keep this information for as long as necessary or as the law requires. For this service that would normally be 30 days at which point it will be automatically overwritten by the system, some footage however may be overwritten sooner than this.

Any footage which is pulled from the system for official purposes will be subject to departmental retention schedule. For example, if footage is required for HR purposes, then it will be kept in line with HR retention timescales.

What if something changes?

If we need to change something like who we want to share this information with, we will contact you to let you know.