







Trust CCTV Privacy Impact Assessment

January 2025

Aspects of Privacy Impact Assessment

There are four aspects of privacy to be considered when undertaking a PIA, they will at times overlap and should be seen as working guides to the issues a PIA should explore, rather than strict definitions.

A PIA should consider:

1. The privacy of personal information;

This aspect is referred to variously as 'data privacy' and 'information privacy'. Individuals generally do not want data about themselves to be automatically available to other individuals and organisations. Even where data is possessed by another party, the individual should be able to exercise a substantial degree of control over that data and its use. The development of information technologies have had substantial impacts on information privacy.

2. The privacy of the person;

This aspect is sometimes referred to as 'bodily privacy', and is concerned with the integrity of the individual's body. Issues associated with privacy include body searches, compulsory immunisation, blood transfusion without consent, compulsory provision of samples of body fluids and body tissue, and requirements for submission to biometric measurement.

3. The privacy of personal behaviour;

This aspect relates to the observation of what individuals do, and includes such issues as optical surveillance and 'media privacy'. It could relate to matters such as sexual preferences and habits, political or trade union activities and religious practices. But the notion of 'private space' is vital to all aspects of behaviour, it is relevant in 'private places' such as the home and toilet cubicle, and is also relevant in 'public places', where casual observation by the few people in the vicinity is very different from systematic observation, the recording or transmission of images and sounds.

4. The privacy of personal communications.

This aspect could include various means of analysing or recording communications such as mail 'covers', the use of directional microphones and 'bugs' with or without recording apparatus and telephonic interception and recording. In recent years, concerns have arisen about third party access to email messages. Individuals generally desire the freedom to communicate among themselves, using various media, without routine monitoring of their communications by other persons or organisations.

Privacy Impact Assessment Proforma

This document must be completed for any new / or change in service which pertains to utilise personal identifiable information. It must be completed as soon as the new service / or change is identified by the Project Manager / System Manager or Information Asset Owner.

This process is a mandated requirement on the Information Governance Toolkit to ensure that privacy concerns have been considered and actioned to ensure the security and confidentiality of the personal identifiable information.

There are 2 types of Privacy Impact Assessments – a small scale and full scale. This proforma is based on the Small Scale PIA. Following completion of this proforma, it may be necessary to conduct a Full Scale PIA. Full details are available in the Information Commissioner"s handbook.

Privacy Law compliance checks and General Data Protection compliance checks are part of the PIA process – the questions to assess this are included in the proforma. Please complete all questions with as much detail as possible and return the completed form to:

Information Governance

Information.governance@nhs.net

Further guidance on specific items can be found on the Information Commissioner"s website.

www.ico.gov.uk

Section A: Existing Project Details

Name: Trust CCTV System (245 cameras)

Objective: The project aim is to

- To protect staff, patients and visitors
- To protect Trust premises and Trust assets
- To increase personal safety and reduce the fear of crime
- To reduce incidents of violence and aggression to staff members
- To support the Police in reducing and detecting crime
- To assist in identifying, apprehending and prosecuting offenders
- To support internal enquiries and claims against the Trust & BFS
- To provide a deterrent effect and reduce criminal activity
- To assist in the traffic management and car parking schemes

Background: The Trust CCTV system has been in operation for at least 23 years and was subject to review and total system upgrade in 2013 (Datamedia) and again in 2020 (Tecton). Both upgrades included total refits of the security control room and the most recent installation of IndigoVision video servers alongside new flat screen monitors in the control room. All information risks have been minimised and no complaints have been recorded for the past 9 years in respect of the operation and configuration of the system. CCTV is monitored by G4S security officers who must hold a current SIA public open space surveillance licence. Trust management is provided by the Business Support Unit, all BSU members hold the relevant SIA licences.

Benefits: Are:

- Protection of all staff and site assets
- Deterrent and encourages compliance through self-awareness
- Supports de-escalation of violence
- Safety of staff by reducing verbal and physical attacks
- Contribute to the transparency of security procedures
- Provision of verifiable recordings with time-stamp & support statements
- Saving lengthy descriptive reports having to be provided
- Footage is readily acceptable by courts and CPS
- Acceleration of judicial process by encouraging early guilty pleas
- A reduction in complaints against staff

Constraints:

- Entitlement to footage, possible release to third parties
- Possible additional costs for data storage

- Recording & handling sensitive footage
- Continuity of evidence
- No audio data recorded by CCTV.

Relationships: (for example, with other Trust's, organisations)

Networking information with other Trusts and NHS England & Improvement & South Yorkshire Integrated Care Board (ICB).

Improved relationships with police and Crown Prosecution Service – evidence retention.

Relationship with ambulance service – violence & aggression incidents. Local Authority – parking enforcement, smoking, litter, dog fouling on site Fire Service – Fire prevention and reduction.

Quality expectations:

- Reduction in anti-social behaviour
- Reduction in incidents of violence & aggression
- Reduction in complaints
- Reduction in claims and compensation liability
- Staff security & safety perceptions
- Deterrent measures
- Savings in sickness absence
- Quality of evidence data

Cross reference to other projects: Trust Access Control System, Body Worn Video projects (Security & Clinical Staff) and former UAV deployment. UAV deployment is to resumed from Spring 2025. Both pilots have current CAA permissions and operator licences.

Project Manager: Mike Lees

Name: Mike Lees	Name: Lisa Corbridge
Title: Head of Business Security	Title: Business Security Specialist
Department: Business Security Unit	Department: Business Security Unit
Telephone: 01226 431386	Telephone: 01226 431387
Email: mike.lees@nhs.net	Email: lisacorbridge@nhs.net

Information Asset Owner: (All systems/assets must have an Information Asset Owner (IAO). IAO's are normally the Heads of Departments and report to the SIRO)

Name: Mike Lees

Title: Head of Business Security
Department: Business Security Unit
Telephone: 01226 431386

Email: mike.lees@nhs.net

Customers and stakeholders:

Name:

- Business Security Unit
- Barnsley Facilities Services (BFS)
- Trust Security Team
- G4S Security Services
- All Trust staff including volunteers, non-executive directors and governing body
- Trust Members
- Trust Service Users (Patients, Visitors, Relatives)
- All staff side organisations
- Human Resources Department
- W.H. Smith Ltd
- Barnsley Hospital Charity
- Contracted staff and service providers
- South Yorkshire Integrated Care Board (ICB)
- NHS England
- NHS Resolution
- South Yorkshire Police
- Yorkshire Ambulance Service
- South Yorkshire Fire & Rescue Services
- Barnsley Metropolitan Borough Council including elected members
- The Glassworks Mall (BMBC)
- The Alhambra Centre (BMBC)
- Doyle Security Ltd
- South West Yorkshire NHS Foundation Trust
- Rightcare
- NHS Professionals
- Pogmoor & Old Town Residents Association

Section B Priv	vacy Impact Assessment Key Questions	
Question	Response	Ref to key req. e.g. IGTK, Small scale PIA etc
1. Will the system (will now be referred to thereafter as 'asset') contain Personal Identifiable Data or Sensitive Data? If answered 'No' you do not need to complete any further information as PIA is not required.	Patients Visitors Relatives Staff Contractors	
2. Please state purpose for the collection of the data: for example, patient treatment, health administration, research, audit, staff administration	 To protect staff, patients and visito To protect Trust premises and Trust assets To increase personal safety and rethe fear of crime To reduce incidents of violence and aggression to staff members To support the Police in reducing a detecting crime To assist in identifying, apprehending prosecuting offenders To provide a deterrent effect and recriminal activity To assist in the traffic management parking schemes To support internal enquiries and against the Trust & BFS 	st educe d ind ing and educe t and car
3. Does the asset involve new privacy–invasive technologies?	No	SS PIA (1)
4. Please tick the data items that are held in the system	Personal Name Photographic/Video footage	
5. Will the asset collect new personal data items which have not been collected before?	No	SS PIA (5)

6. What checks have been	Trust CCTV technology will only be used	SS PIA (2
made regarding the adequacy, relevance and necessity for the collection of personal and/or sensitive data for this asset?	alongside the defined operational requirements and Security and Surveillance Policies and ensure that the use is proportionate, legitimate, necessary and justifiable. In addition, it will ensure that the use satisfies the requirement of addressing a pressing staff and patient safety need described in Trust policy, the assignment instructions and NHS security management advice and guidance. At all stages it will comply with the General Data Protection Regulation, Data Protection Act and other legislation. In the case of the Human Rights Act 1998, there will be adherence to the requirements of Article 6 (Right to a fair trial) and in respect of Article 8 (Right to respect for private and family life, home and correspondence) since this is a qualified right, information will only be captured and processed to achieve a legitimate aim as detailed earlier.	& 10)
7. Does the asset involve new or changed data collection	No	SS PIA (9)
policies that may be unclear or	Previous versions of the Trust surveillance	
intrusive?	camera policy have included the procedures and processes for data collection and have been subject of full consultation and approval by Trust Board. The CCTV policy was renamed the Surveillance Camera Policy in 2016 and revised in 2024	
8. Is the third party	Yes	
contract/supplier of the system registered with the Information Commissioner? What is their notification number?	G4S Security Solutions UK – Z7118067	
9. Does the third party/supplier	Yes	IG TK 110
contracts contain all the necessary Information	Contract renewed 1st April 2020 (+1+1)	
Governance clauses including information about Data Protection and Freedom of Information?		
10. Does the asset comply with privacy laws such as the Privacy and Electronic	Yes	Privacy Law Check

Communications Regulation		
2003 (see appendix for definition)		
11. Who provides the information for the asset?	Patient Staff Visitors including other agencies Relatives Contractors	
12. Are you relying on individuals (patients/staff) to provide consent for the processing of personal identifiable or sensitive data?	It is important to note that in principle there is no requirement to obtain the express consent of the person or persons being filmed since the actions of the security team are deemed to be lawful. Also all staff serve in a public role and can be readily identified by name badges and/or I/D cards.	
13. If yes, how will that consent be obtained? Please state:	N/A	
14. Have the individuals been informed of and have given their consent to all the processing and disclosures?	 Yes (explicit) The Trust CCTV system (245 cameras) records continuously. Existing CCTV signage is lawfully placed and privacy notices will be placed at all entry and exit locations to the hospital. Any non-evidential material is retained for 31 days This material is restricted and cannot be disclosed to third parties without the express authority of the subject of the recording unless prescribed by law; and Recorded material is <u>Trust/BFS</u> information and that it can be accessed on request in writing in accordance with the GDPR and DPA, unless an exemption applies in the circumstances. 	IGTK 203
15. How will the information be kept up to date and checked for accuracy and completeness?	The IndigoVision servers automatically deletes footage every 31 days and continuously overwrites data. Quality checks are performed by the Trust security management team alongside the Trust site manager on a weekly basis. The	

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	Head of Business Security 'dip samples' CCTV footage to check quality and accuracy.	
16. Who will have access to the information?	Trust security management team: Head of Business Security Business Security Specialist Surveillance Camera Administrator Site Security Manager Trust Security Team within the secure security office environment.	
17. Do you intend to send direct marketing messages by electronic means? This includes both live and prerecorded telephone calls, fax, email, text message and picture (including video)?	No	Privacy Check
18. If applicable, are there procedures in place for an individual's request to prevent processing for purposes of direct marketing in place?	N/A	Privacy Check
19. Is automated decision making used? If yes, how do you notify the individual?	No	Privacy Check
20. Is there a useable audit trail in place for the asset. For example, to identify who has accessed a record?	Yes Access to record strictly very limited to authorised SIA personnel only (x13) and audit trail via 'Control Center IndigoUltra' software v19 and Trust log in procedure.	IGTK 206
21. Have you assessed that the processing of personal/sensitive data will not cause any unwarranted damage or distress to the individuals concerned? What assessment has been carried out?	Yes Continuing internal and public consultation and assessment alongside BWV project: • Staff focus groups (200+ staff) • Estates Management Team • Information Governance Department	

22. What procedures are in	 Security Team BSU BFS staff Heads of Estates & Facilities Director of Nursing & Quality Trust Chaplaincy Trust Volunteers ICT Department Equality & Diversity Advisor Nursing Teams Staff side representatives Community Safety Group South Yorkshire Police Meadowhall Ltd NHS England & Improvement BMBC Local Councillors G4S Security Solutions UK Pogmoor Residents Association Old Town Residents Association Yorkshire Ambulance Service South Yorkshire Fire & Rescue Service NHS Barnsley Clinical Commissioning Group 	
place for the rectifying/blocking of data by individual request or court order?	to the Trust legal team and Director of Nursing and Quality. There is regular liaison between the BSU, IT and IG and established meetings where requests are tabled and discussed. Any that appear problematic have a referral pathway and BSU have access to Facit redaction software if required.	
23. Does the asset involve new or changed data access or disclosure arrangements that may be unclear?	No Existing arrangements are in place for data access and disclosure and will remain unchanged.	SS PIA (12)
24. Does the asset involve changing the medium for disclosure for publicly	No	SS PIA (14)

available information in such a way that data become more readily accessible than before? (For example, from paper to electronic via the web?)		
25. What are the retention periods (what is the minimum timescale) for this data? (please refer to the Records Management: NHS Code of Practice)	CCTV – 31 days Data retained for evidential purposes – 3 years Data retained for safety purposes – 10 years	SS PIA (13)
26. How will the data be destroyed when it is no longer required?	Files permanently erased and all erasures monitored by security management team and Trust ICT.	IGTK 105
27. Will the information be shared with any other establishments/ organisations/Trust's?	Yes: South Yorkshire Police Barnsley Metropolitan Borough Council Enforcement (rarely) Crown Prosecution Service Magistrates, Crown & Coroners Courts NHS England & NHS Resolution Other NHS Trusts Very occasionally, the media will be given footage or stills from CCTV when the safety of staff, patients or public is at risk and that risk can be reduced.	IGTK 207
28. Does the asset involve multiple organisations whether public or private sector? Include any external organisations. Also include how the data will be sent/accessed and secured.	No Initial processing will be by contracted (G4S) staff only with asset always on site under secure conditions.	IGTK 207
29. Does the asset involve new linkage of personal data with data in other collections, or are there significant changes in data linkages?	No Video data also collected by Trust BWV and Access Control systems but no direct linkage of systems. Building prosecution cases to support South Yorkshire Police may involve the creation of composite video evidence e.g. bringing together CCTV & BWV – thus seeking to present	SS PIA (8)

	the available 'best evidence' of events for all	
	those involved in establishing the truth.	
30. Where will the information be kept/stored/accessed?	Other – please state below:	IGTK 210
be kepusiorea/accessed?	Primary: IndigoVision servers within Trust data centre. This room is alarmed, manual lock, CCTV and electronic access control. Access limited to 15 senior Trust personnel. Retained footage Passcode secure computer located in office with electronic access I/D and passcode access (personnel restricted). Office staffed 24/7 with only SIA security personnel and all visitors signed in and accompanied at all times. Backup: Secure remote drives, pass code protected. Pass code minimum of 15 digits Secure drives locked in secure cabinet when not in use. Access to cabinet personnel restricted. Secure cabinet located in office with electronic access I/D and passcode access (personnel restricted). Office staffed 24/7 with only SIA security personnel and all visitors signed in and accompanied at all times.	
31. Will any information be sent off site	Yes	IGTK 208 & 308
If 'Yes' where is this information being sent	Further information: Footage will be supplied for evidential purposes only via password protected hyperlink or encrypted data on sealed or password protected discs/drives. Footage must be requested by authorised police or local authority staff and collected by hand under signature. Immediate supply for life/death, detection of crime incidents will be provided in written request of a police officer of at least Inspector rank. In all cases a MG11 witness statement for continuity of evidence will be provided by site security	

	manager. Master copy will be retained securely on-site.	
32. Please state by which method the information will be transported	Only by hand in <u>every</u> case.	IGTK 208 & 308
33. Are you transferring any personal and / or sensitive data to a country outside the European Economic Area (EEA)?	No	IGTK 209
34. What is the data to be transferred to the non EEA country?	N/A	IGTK 209
35. Are measures in place to mitigate risks and ensure an adequate level of security when the data is transferred to this country?	N/A	IGTK 209
36. Have you checked that the non EEA country has an adequate level of protection for data security? If yes, where?	N/A	IGTK 209
37. Is there a Security Management Policy and Access Policy in place? Please state policy titles.	Yes. Surveillance Camera Policy Security Policy I/D card policy Security Assignment Instructions (Als)	IGTK 301 & SS PIA (11)
38. Has an information risk assessment been carried out and reported to the Information Asset Owner (IAO)? Where any risks highlighted – please provide details and how these will be mitigated?	No – Collateral intrusion and individual operational camera schedule attached. No significant collection, storage, handling, retention and destruction risks identified.	IGTK 301& Risk Ass
39. Is there a contingency plan / backup policy in place to manage the effect of an unforeseen event? Please provide a copy.	 Trust Resilience Framework Business Continuity Planning – BC-Lite Assignment Instructions Primary & secondary back-up of CCTV data Access denial procedures – security office 	IGTK 301& Risk Ass

40. Are there procedures in place to recover data (both electronic /paper) which may be damaged through: Human error Computer virus Network failure Theft Fire Flood Other disaster	Yes. Data stored in a secure backup location. Data stored on pass coded and encrypted remote drives all stand alone. • Human error – software support • Computer virus – stand-alone storage & ICT support • Network failure – emergency laptops (x4) + fall-back sites • Theft – N/A • Fire – secondary backup location • Flood – secondary back-up location • Other disaster – BC plans & Resilience Framework	IGTK 301& Risk Ass
41. Is the PIA approved? If not, please state the reasons why and the action plan put in place to ensure the PIA can be approved	Yes	
42. Is a full scale PIA required?	No	

Form completed by:

Name: Mike Lees		
Title: Head of Business Security		
Signature:		
Date: 13 th January 2025		

Form Reviewed by:

Information Asset Owner (Name & Title): Mike Lees, Head of Business Security
Information Asset Administrator (Name &Title): Lisa Corbridge, Business
Security Specialist

Information Governance Board Approval:

Name: James Shaw
Title: Head of Information Governance
Signature:
Date: 16 th January 2025

Appendix - Glossary of Terms

	ossary of Terms
Item	Definition
Personal Data	This means data which relates to a living individual which can be identified: A) from those data, or B) from those data and any other information which is in the possession of, or is likely to come into the possession of, the data controller. It also includes any expression of opinion about the individual and any indication of the intentions of the data controller or any other person in respect of the individual
Sensitive Data	This means personal data consisting of information as to the: A) racial or ethnic group of the individual B) the political opinions of the individual C) the religious beliefs or other beliefs of a similar nature of the individual D) whether the individual is a member of a trade union E) physical or mental health of the individual F) sexual life of the individual G) the commission or alleged commission by the individual of any offence H) any proceedings for any offence committed or alleged to have been committed by the individual, the disposal of such proceedings or the sentence of any court in such proceedings
Direct Marketing	This is "junk mail" which is directed to particular individuals. The mail which are addressed to "the occupier" is not directed to an individual and is therefore not direct marketing. Direct marketing also includes all other means by which an individual may be contacted directly such as emails and text messages which you have asked to be sent to you. Direct marketing does not just refer to selling products or services to individuals, it also includes promoting particular views or campaigns such as those of a political party or charity.

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Automated Decision Making	Automated decisions only arise if 2 requirements are met. First, the decision has to be taken using personal information solely by automatic means. For example, if an individual applies for a personal loan online, the website uses algorithms and auto credit searching to provide an immediate yes / no decision. The second requirement is that the decision has to have a significant effect on the individual concerned.
European Economic Area (EEA)	The European Economic Area comprises of the EU member states plus Iceland, Liechtenstein and Norway
Information Assets	Information assets are records, information of any kind, data of any kind and any format which we use to support our roles and responsibilities. Examples of Information Assets are databases, systems, manual and electronic records, archived data, libraries, operations and support procedures, manual and training materials, contracts and agreements, business continuity plans, software and hardware.
SIRO (Senior Information Risk Owner)	This person is an executive who takes ownership of the organisation's information risk policy and acts as advocate for information risk on the Board
IAO (Information Asset Owner)	These are senior individuals involved in running the relevant service/department. Their role is to understand and address risks to the information assets they "own" and to provide assurance to the SIRO on the security and use of those assets. They are responsible for providing regular reports regarding information risks and incidents pertaining to the assets under their control/area.
IAA (Information Asset Administrator)	There are individuals who ensure that policies and procedures are followed, recognise actual or potential security incidents, consult their IAO on incident management and ensure that information asset registers are accurate and up to date. These roles tend to be system managers
Implied consent	Implied consent is given when an individual takes some other action in the knowledge that in doing so he or she has incidentally agreed to a particular use or disclosure of information, for example, a patient who visits the hospital may be taken to imply consent to a consultant consulting his or her medical records in order to assist diagnosis. Patients must be informed about this and the purposes of disclosure and also have the right to object to the disclosure.
Explicit consent	Express or explicit consent is given by a patient agreeing actively, usually orally (which must be documented in the patient's case notes) or in writing, to a particular use of disclosure of information.

Anonymity	Information may be used more freely if the subject of the information is not identifiable in any way – this is anonymised data. However, even where such obvious identifiers are missing, rare diseases, drug treatments or statistical analyses which may have very small numbers within a small population may allow individuals to be identified. A combination of items increases the chances of patient identification. When anonymised data will serve the purpose, health professionals must anonymise data and whilst it is not necessary to seek consent, general information about when anonymised data will be used should be made available to patients.
Pseudonymity	This is also sometimes known as reversible anonymisation. Patient identifiers such as name, address, date of birth are substituted with a pseudonym, code or other unique reference so that the data will only be identifiable to those who have the code or reference.
Information Risk	An identified risk to any information asset that the Trust holds. Please see the Information Risk Policy for further information.
Privacy Invasive Technologies	Examples of such technologies include, but are not limited to, smart cards, radio frequency identification (RFID) tags, biometrics, locator technologies (including mobile phone location, applications of global positioning systems (GPS) and intelligent transportation systems), visual surveillance, digital image and video recording, profiling, data mining and logging of electronic traffic. Technologies that are inherently intrusive, new and sound threatening are a concern and hence represent a risk
Authentication Requirements	An identifier enables organisations to collate data about an individual. There are increasingly onerous registration processes and document production requirements imposed to ensure the correct person can have, for example, the correct access to a system or have a smartcard. These are warning signs of potential privacy risks.
Retention Periods	Records are required to be kept for a certain period either because of statutory requirement or because they may be needed for administrative purposes during this time. If an organisation decides that it needs to keep records longer than the recommended minimum period, it can vary the period accordingly and record the decision and the reasons behind. The retention period should be calculated from the beginning of the year after the last date on the record. Any decision to keep records longer than 30 years must obtain approval from The National Archives.

Records Management: NHS Code of Practice	Is a guide to the required standards of practice in the management of records for those who work within or under contract to NHS organisations in England. It is based on current legal requirements and professional best practice. The code of practice contains an annex with a health records retention schedule and a Business and Corporate (non-health) records retention schedule.
General Data	The Regulation define the ways in which information about
Protection Regulation	living people may be legally used and handled. The main intent is to protect individuals against misuse or abuse of information about them. The principles of the Regulation are:
	Article Principles relating to processing of personal data
	Article – Lawfulness of processing
	Article – Conditions for consent
	Article Conditions applicable to child's consent in relation to information society services
	Article Processing of special categories of personal data
	Article Processing of personal data relating to criminal convictions and offences
	Article 11 – Processing which does not require identification
Data Protection Act	This Act defines the ways in which information about living people may be legally used and handled. The main intent is to protect individuals against misuse or abuse of information about them. The 8 principles of the Act state The fundamental principles of DPA specify that personal data must: □ be processed fairly and lawfully. □ be obtained only for lawful purposes and not processed
	 □ be obtained only for lawful purposes and not processed in any manner incompatible with those purposes. □ be adequate, relevant and not excessive. □ be accurate and current. □ not be retained for longer than necessary.

	☐ be processed in accordance with the rights and freedoms
	of data subjects.
	☐ be protected against unauthorized or unlawful processing
	and against accidental loss, destruction or damage.
	□ not be transferred to a country or territory outside the
	European Economic Area unless that country or territory
	the rights and freedoms protects of the data subjects.
Privacy and	These Regulation apply to sending unsolicited marketing
Electronic	messages electronically such as telephone, fax, email and
Communications	text. Unsolicited marketing material should only be sent if
Regulation 2003	the requester has opted in to receive this information.