

CCTV Policy

Top things to takeaway



Security and Safety Purpose

Protects people, property, and premises security



Lawful CCTV Operation

Complies with UK GDPR and DPA 2018



Restricted Access

Access limited to authorised trained personnel



Controlled Disclosure

Shared only when lawful or necessary



Clear Retention Period

Footage retained for 92 days only



Individual Rights Respected

Supports subject access and transparency rights

Proprietary Notice

Information contained in the document is accurate to the best of Node4's knowledge at the time of publication and is required to be treated as confidential at all times. Information presented herein may not be used, copied, disclosed, reproduced, or transferred to any other document by the recipient, in whole or in part, without the prior written authorisation from a Node4 authorised representative.

Version control and ownership

Policy owner: Kate Lincoln

Version no	Date	What changed	Changed by	Approver
1.0	21/02/2023	Approved version	Vicky Withey	Andy Gilbert
1.1	09/08/2024	Annual review	Eddie Adams	DPO
1.2	12/03/2025	Rebrand	Eddie Adams	DPO
1.3	15/04/2026	Rebrand	Eddie Adams	n/a

What is this policy for?

This policy explains how Node4 uses, manages, accesses and discloses CCTV images and recordings to help maintain a safe and secure environment, protect people and property, and support the prevention and detection of crime. It also sets out the controls and legal requirements that apply to CCTV operation, including compliance with the Data Protection Act 2018, UK GDPR requirements and the ICO guidance for surveillance cameras.

Who is this policy for?

This policy applies to all Node4 employees and to anyone else acting on behalf of Node4 who may operate, monitor, access, handle, request or disclose CCTV footage (including the Compliance Team, managers, Data Centre Operations, Service Desk, reception teams and Security Guards). It is also relevant to visitors to Node4 premises and members of the public in the vicinity of Node4 sites, as CCTV may capture their personal data.

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Purpose

Node4 use CCTV systems to:

- Monitor the security of Node4's business premises.
- Deter potential burglars and assist in the prevention or detection of crime or equivalent malpractice.
- Assure clients and interested parties that Node4 premises have an additional layer of security.

Responsibilities

The Executive Board has overall responsibility for ensuring this policy complies with our legal and ethical obligations, and that all those under our control comply with it.

The Compliance Team has responsibility for implementing this policy, monitoring its use and effectiveness, dealing with queries, auditing internal control systems and procedures.

Managers are responsible for ensuring those reporting to them understand and comply with this policy.

Employees and those working for Node4 must ensure that they have read and understood this policy.

Node4 will display appropriate signage within their buildings and on external gates and fences.

The Privacy Policy shall reflect that CCTV is used within Node4 buildings.

Access

Data Centre Operations, Service Desk and reception teams monitor CCTV during working hours, and Security Guards outside of these times.

Subject Access Request

The UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 provide Data Subjects with a variety of rights in relation to the Personal Data held about them by Node4.

CCTV recordings may be disclosed as part of our compliance with fulfilling a subject access request.

Customer Requests

Any request to view CCTV footage should be requested via the service desk, detailing date, times, and subject.

Node4 will review the footage and confirm details to the customer. Where appropriate, Node4 will invite the customer to attend the site to view the redacted footage.

A copy of the footage can only be taken off site with a formal request from the Police.

Retention

Node4 CCTV archive retention of 92 days for PCI attestation.

Training and Communication

Training on handling CCTV images or recordings is undertaken with only those staff who will be involved in the operation and administration of the system.

This policy forms part of the induction process for all individuals who work for Node4, and regular training will be provided as necessary.

Legal

Node4's legal basis for processing this personal data is a necessity to meet legal obligations and a legitimate interest for the protection of their premises.

Node4 may process special category personal data as there is a substantial public interest for the purposes of detecting and preventing crime.

Node4 will only share this data when it is necessary, or if required to do so by law. We do not plan to share it with anyone else or use it for anything else.

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 parked cars.

However, there is no planned regular or scheduled sharing of CCTV footage with any external organisation.

Compliance

The Compliance Team will perform random sampling checks and ad-hoc internal audits to ensure that this policy is being adhered to.