

CCTV Privacy Policy

CCTV at Parishes Bridge Medical Practice

Parishes Bridge Medical Practice operates Closed-Circuit Television (CCTV) systems at our premises to help maintain a safe and secure environment for patients, visitors, staff, and contractors.

Why We Use CCTV

We use CCTV for the following purposes:

- Protecting the safety and security of patients, staff and visitors.
- Preventing and detecting crime, vandalism and anti-social behaviour.
- Protecting Practice buildings, equipment and property.
- Assisting with the investigation of accidents, incidents, complaints and security breaches.
- Supporting health and safety management.

Our Lawful Basis for Processing

The lawful basis for processing CCTV images is:

Article 6(1)(f) UK GDPR – Legitimate Interests

The Practice has a legitimate interest in ensuring the safety and security of individuals and property.

What Information We Collect

Our CCTV system may record:

- Images of individuals entering, leaving or visiting the Practice.
- Images of vehicles entering Practice grounds or car parks.
- Date and time of recordings.

No audio recording is routinely undertaken unless explicitly stated.

Where Cameras Are Located

Cameras are located in appropriate security-sensitive areas, such as:

- Building entrances and exits.
- Reception and waiting areas.
- External building areas and car parks.

CCTV is not installed in consulting rooms, treatment rooms, toilets, changing areas, or other areas where privacy would be expected.

Who Can Access CCTV Footage?

Access to CCTV footage is restricted to authorised personnel who have a legitimate reason to view or retrieve recordings.

Footage may be shared where appropriate with:

- Police and law enforcement agencies.
- Insurance providers.
- Legal advisers.
- Regulatory authorities where required by law.

How Long We Keep CCTV Recordings

CCTV recordings are generally retained for up to 30 days before being automatically deleted or overwritten, unless they are required for an ongoing investigation, legal claim, or incident review.

Your Rights

Under UK data protection legislation, you have rights regarding your personal information, including:

- The right to request access to your personal data.
- The right to request correction of inaccurate data where applicable.
- The right to raise concerns about how your information is being used.

If you wish to request CCTV footage containing your image, please contact the Practice. We may need additional information to locate the recording and verify your identity.

Contact Us

If you have any questions about our use of CCTV or wish to exercise your data protection rights, please contact:

Practice Manager
Parishes Bridge Medical Practice
Madeira Road
West Byfleet
KT14 6DH

Email: 01932336933
Telephone: 01932336933

Complaints

If you are unhappy with how we process your personal information, you may contact the Information Commissioner's Office (ICO):

<https://www.ico.org.uk>