

Southbank Centre CCTV - Requests for CCTV footage

Date: 25 August 2022

This policy details how the Southbank Centre manages requests for CCTV footage with respect to: (1) civil claims; (2) criminal claims; or (3) a Subject Access Request.

Other than with respect to a request falling into one of these 3 categories, we are not able to provide access to or any copies of any CCTV footage.

The Southbank Centre has a legal duty to ensure that any CCTV footage it releases is not disclosed unlawfully according to all applicable laws, including, without limitation, the terms of:

- The Data Protection Act 2018
- The UK GDPR
- The Protection of Freedoms Act 2012
- The Protect Duty

1. Requests for CCTV footage re civil claims

- 1.1 The Southbank Centre may be able to release recorded CCTV footage which has been requested as evidence needed with respect to a civil claim between individuals or companies.
- 1.2 The Southbank Centre is not permitted to release any recorded CCTV footage direct to an applicant. Requests for recorded CCTV footage must be submitted by an insurance company or a solicitor acting on behalf of an applicant. This provides us with the necessary assurance that any CCTV footage we release will only be used for lawful purposes. We will determine the method for transferring any footage that may be provided in light of the specific circumstances of the request.
- 1.3 We may (at our discretion) be permitted to advise an applicant if we operate any cameras in the area in which an incident has occurred and if those cameras may have recorded an incident. You must make these initial enquiries by email to hello@southbankcentre.co.uk and you will then be sent a link to the following form to complete to lodge this request - [Request for CCTV Footage Form](#).
- 1.4 Requests for recorded CCTV footage must be requested using this form.
- 1.5 Any request for CCTV (including body camera) footage or information on camera positioning to assist with a civil claim must:
 - be submitted by an insurance company or a solicitor acting on behalf of an applicant;
 - be requested using the following form - [Request for CCTV Footage Form](#);
 - include the name of the applicant (on whose behalf the solicitor or the insurance company is acting);
 - include details of the date, the time and the location of the incident for which the recorded CCTV footage is requested;

- include full details of the incident;
- in the case of a road traffic incident; include details of all vehicles involved in the incident (including vehicle registration mark (VRM), make, model and colour); and
- include (using the attachment section of the Request for CCTV Footage Form) a personal photo identification document (either a passport or photocard driving licence) of the applicant. We will retain a copy of this for our records.

2. Requests for CCTV footage re criminal claims

2.1 The Southbank Centre may be able to release recorded CCTV footage which has been requested as evidence needed with respect to a criminal claim between individuals or companies.

2.2 The Southbank Centre is not permitted to release any recorded CCTV footage directly to an applicant. Requests for recorded CCTV footage must be submitted by a police officer or a solicitor acting on behalf of an applicant. This provides us with the necessary assurance that any CCTV footage we release will only be used for lawful purposes. We will determine the method for transferring any footage that may be provided in light of the specific circumstances of the request.

2.3 We may (at our discretion) be permitted to advise an applicant if we operate any cameras in the area in which an incident has occurred and if those cameras may have recorded an incident. You must make these initial enquiries by email to hello@southbankcentre.co.uk and you will then be sent a link to the following form to complete to lodge this request - [Request for CCTV Footage Form](#).

2.4 Requests for recorded CCTV footage must be requested using this form.

2.5 Any request for CCTV footage or information on camera positioning to assist with a criminal claim must:

- be submitted by a police officer or a solicitor acting on behalf of an applicant;
- be requested using the following form - [Request for CCTV Footage Form](#);
- include the name of the applicant (on whose behalf the police officer or the solicitor is acting);
- include details of the date, the time and the location of the incident for which the recorded CCTV footage is requested;
- include full details of the incident; and
- include (using the attachment section of the Request for CCTV Footage Form) a photo identification document, either a police warrant card, passport or photocard driving licence. We will retain a copy of this for our records.

3. Subject Access Requests for CCTV footage

3.1 You can submit a Subject Access Request to be informed of any CCTV footage, currently stored on the Southbank Centre's CCTV system, in which you personally can be seen and accurately identified.

3.2 Before submitting a Subject Access Request please bear in mind:

- it may be that our CCTV cameras will not have recorded any footage that includes images in which you personally can be seen or accurately identified. This includes because a number of our CCTV cameras are adjusted to record a wide angle overview of areas making the footage we record unsuitable for close identification of individuals or the area you identify is not covered by our CCTV;
- in normal circumstances all CCTV footage recorded by our CCTV cameras is retained for a period of no more than 30 days, after which it is automatically either deleted or overwritten. In the time it takes to submit and process a subject access request any existing CCTV footage may already have been deleted or overwritten; and/or
- that a camera may be non-operational at the time you were on our site.

3.3 All Subject Access Requests for CCTV footage are and must be subject to the following conditions:

- all Subject Access Requests must be submitted in accordance with data protection law;
- all Subject Access Requests may only be actioned by the data subject visiting our site and viewing any applicable footage with at least one authorised representative of the Southbank Centre in attendance. The applicant will be required to confirm and agree in advance a date and time for such viewing, sign in and out at the Southbank Centre's reception when attending for the viewing and, prior to and following their viewing, sign a confirmation form confirming their attendance and the viewing of the footage;
- the Southbank Centre operates a zero tolerance approach towards threats, violence and/or intimidation toward our staff or anyone else on site. Should a data subject or anyone associated with a data subject behave inappropriately at any time prior to or during the viewing, including by displaying aggressive or threatening behaviour, they will not be permitted to view any footage and may be escorted from our premises;
- a subject access request will only be considered where the data subject can show reasonable cause to believe that we currently possess CCTV footage in which the data subject personally can be seen and accurately identified;
- a subject access request will only be considered alongside the privacy rights of any other individuals whose image may appear in the same footage;
- a subject access request may be denied if we have concerns about the risk of prejudice or harm to other individuals through their identification;

- all requests will be considered in view of the Southbank Centre's obligations under data protection law, including the rights and freedoms of any other individuals who can or may be identified in any footage; and
- all data subjects will be required to supply personal photo identification documentation (either a passport or photocard driving licence) with a Subject Access Request for CCTV footage and this will be subject to satisfactory verification. We will retain a copy of this for our records; and
- to ensure and maintain the security of our site and visitors, we are not able **under any circumstances** to provide a copy of any CCTV footage in response to a Subject Access Request, whether via email, USB device, CD, DVD or any other media.

3.4 To submit a subject access request, please do so in writing and with the heading "Subject Access Request" by making a written application to the Southbank Centre's customer services:

Email - hello@southbankcentre.co.uk

Postal Mail to:

Customer Services
Southbank Centre
Royal Festival Hall
Belvedere Road
London
SE1 8XX

3.5 We reserve the right to make changes to and re-publish this policy at our discretion from time to time.