



Hoople CCTV Privacy Notice

Information Held About you

The surveillance system covers the offices, buildings, car parks, storage areas and facilities at Hoople Group premises; Auxilium House, Legion Way, Hereford, HR1 1LN.

Cameras will be used to monitor activities around the exterior of the building and grounds to identify adverse activity occurring, anticipated or perceived.

Static cameras are positioned to ensure they do not focus on private homes, gardens and other areas of private property. At no time will a camera be directed to follow or track an individual.

As the surveillance system covers a wide range of areas we could collect your personal information if you are an employee, a student, a business related visitor, a member of the public or a contractor.

The surveillance system will capture video recordings and still pictures which feature you if you are in the field of vision of any of our cameras. This personal information may include your activities, your face, vehicle registration details and other visual information about you which is recorded on our CCTV system.

Who is processing my data?

All personal data held, is processed in accordance with data protection law. The Data Controller for the information outlined in this privacy notice is Hoople Ltd.

How will we use the Information we hold about you?

Hoople Group may use surveillance system images for a number of purposes detailed below:

- For the prevention and detection of crime
- For evidence in any civil or criminal legal proceedings
- To assist in investigations
- For safety and security
- Dealing with any queries, complaints or enquiries

What is the legal basis for us to process your data?

The legal basis for processing the data is to comply with our legal obligations with regards to Health and Safety as well as our Legitimate Interests in ensuring the safety and security of staff, visitors, buildings and facilities.

Who we will share your information with

The information that we hold may be shared in part with law enforcement agencies where appropriate.

On occasions your information may be accessed by contracted IT support organisations in the delivery of IT support for both the IT infrastructure and associated systems. Access by IT support will only be for such reasons as fixing any technical software issues and any viewing of data will be incidental to this.

We will not share your information with organisations without your consent, however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

How Long do we Keep your Records

We will only keep your information for the minimum period necessary. The information outlined in this privacy notice will be kept for a minimum of 28 days before being deleted. Recordings may be retained for longer if requires to support an investigation. All information will be held securely and destroyed under confidential conditions.

Your rights

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended or erased if incorrect.

To request your records, you will need to put your request in writing and provide proof of identification to Hoople Ltd, Data Protection Officer, Auxilium House, Legion Way, HR1 1LN Hereford or via email, data.protection@hoopleltd.co.uk

You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office <https://ico.org.uk/>

Providing Accurate Information

It is important that we hold accurate and up to date information about you in order to assess your needs and delivery the appropriate services. If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we can update your records.

Further information

More information about data protection and how it applies to you can be found on the Information Commissioner's Office website at <https://ico.org.uk/>