



Wise Owls Childcare CCTV Policy

For Wise Owls Childcare, the safety, wellbeing, and privacy of every child, staff member, parent, and visitor is of the utmost importance. The use of CCTV is carefully considered and implemented as part of our commitment to maintaining a secure, transparent, and nurturing environment where children can thrive and families can feel confident in the care provided. We recognise that trust is essential and therefore ensure that any monitoring is carried out respectfully, proportionately, and in line with all relevant UK laws and data protection requirements.

The nursery CCTV surveillance is intended for the purposes of:

- Promoting the health and safety of children, staff and visitors
- Protecting the nursery building and resources
- Developing best practice in safeguarding children
- Promoting a safe and secure environment
- Assisting in the investigation of incidents and accidents

The system comprises a number of fixed cameras that cover the majority of the building. These are placed around the nursery, inside and outside the building. Cameras that overlook children's toilets or changing areas have been set up to obscure the recording of inappropriate images. This is to maintain children's dignity. Cameras must not be moved or touched, unless by authorised persons to ensure the correct positioning.

Location of cameras

The location of CCTV cameras will be indicated, and adequate signage will be placed at each location in which a CCTV camera(s) is sited to indicate that CCTV is in operation. Adequate signage will also be prominently displayed at the entrance to the nursery's property. Signage shall include the name and contact details of the data controller as well as the specific purpose(s) of the CCTV camera.

Monitoring

The CCTV video and audio is monitored centrally from the nursery office and is registered with the Information Commissioner's Office (ICO) under the terms of the Data Protection Act. This policy outlines the nursery's use of CCTV and how it complies with the Act. The nursery complies with the ICO CCTV Code of Practice to ensure it is used responsibly.

All authorised operators and employees with access to images are aware of the procedures to be followed when accessing the recorded images. All operators are trained to understand their responsibilities under the CCTV Code of Practice. All employees are aware of the restrictions in relation to access to, and disclosure of, recorded images. A copy of this CCTV policy will be provided on request to staff, parents and visitors to the nursery and will be made available on the website and in the policy file.

Access, Storage and Retention

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Access to CCTV footage is strictly controlled.

The images and audio captured by the CCTV system will be retained for a maximum of 30 days, except where the image identifies an issue and is retained specifically in the context of an investigation, or for the purposes of training, safeguarding monitoring and quality assurance.

Recorded footage will only be accessed by company Directors, and in circumstances where footage is retained for the above purposes, this may be shared with relevant staff or regulatory authorities.

A log will be maintained detailing when footage is accessed, by whom, the reason for access, and any instances where it is shown to others. All retained footage will be kept in a secure environment with access restricted to authorised personnel only and managed in line with data protection legislation.

Live viewing may be monitored by authorised personnel, including the Manager, Deputy Manager, Room Managers, Room Leaders and administration staff, to support best practice and compliance. Capturing, recording, or downloading a CCTV live feed without authorization is strictly forbidden.

For the avoidance of doubt, when accessing images, a written record of access will be made. A record of the date of any disclosure request along with details of who the information has been provided to (the name of the person and the organisation they represent), why they required it and how the request was dealt with will be made and kept.

Staff Supervision and Training

Under certain circumstances, CCTV footage may be used for:

- Staff supervision and professional development
- Training purposes to improve practice
- Reviewing incidents to improve safety procedures

All staff will receive training on:

- The existence of this CCTV policy
- The appropriate use of CCTV in the nursery and privacy areas

Subject Access Requests (SAR)

Individuals have the right to request access to CCTV footage relating to themselves or their child under the Data Protection Act and GDPR. Individuals submitting requests for access will be asked to provide sufficient information to enable the footage relating to them to be identified, for example, date, time and location. The nursery reserves the right to refuse access to CCTV footage where disclosure would adversely affect the rights and freedoms of others, including other children, staff or visitors, where there is no legal obligation to provide the footage, or if this would prejudice the legal rights of other individuals or jeopardise an on-going investigation.

The nursery will respond to requests within 30 calendar days and will be handled in line with our Subject Access Request Policy.

Complaints

Complaints and enquiries about the operation of CCTV within the nursery should follow Wise Owls' Complaints and Customer Care Policy and Process available on our website.

Responsibilities

The manager (or deputy) will ensure:

- That the use of CCTV systems is followed in accordance with this policy and the equipment remains compliant and functions as intended.

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- That the CCTV live footage is only viewed by authorised personnel and that the office remains secure at all times.
- They oversee and co-ordinate the use of CCTV monitoring for safety and security purposes
- That if safeguarding concerns arise from monitoring the footage, our company Safeguarding Policy and Procedures are followed.

The Directors will ensure:

- They review camera locations and be responsible for the release of any information or recorded CCTV materials stored in compliance with this policy
- They maintain a record of access (e.g. an access log) to or the release of files or any material recorded or stored in the system
- That the perimeter of view from fixed location cameras conforms to this policy both internally and externally
- That all areas being monitored are not in breach of an enhanced expectation of the privacy of individuals
- That external cameras are non-intrusive in terms of their positions and views of neighbouring residential housing and comply with the principle of 'Reasonable Expectation of Privacy'
- That recorded footage is stored in a secure place with access by authorised personnel only