



Cambridge City Council Operational Procedure For CCTV in licenced vehicles

1. Introduction

- 1.1 From 1st September 2023, All new Licensed hackney carriages and private hire vehicles and vehicles applying for a renewal licence by Cambridge City Council will be required to be fitted with CCTV systems complying with Cambridge City Council specification (See separate document).
- 1.2 As a responsible licensing authority Cambridge City Council seeks to carry out its licensing functions with the view of promoting the following objectives;
 - i) The safety and protection of the public;
 - ii) Vehicle safety, comfort and access;
 - iii) The prevention of crime and disorder;
 - iv) The promotion of environmental sustainability;
 - v) Protection of children and adults at risk from harm
- 1.3 To support these objectives the mandatory installation of CCTV within Hackney Carriage and Private Hire vehicles has been implemented.
- 1.4 The use of CCTV in licenced vehicles can provide a number of benefits for both passengers and members of the public. Benefits include a deterrent to acts of aggression, violence or verbal and physical abuse toward drivers and passengers. In addition to the provision of evidence to support Police investigations, complaints made by the public or taxi drivers and Fit for Purpose investigations.

2. Day to day use of CCTV in licenced vehicles

- 2.1. The driver is required to have CCTV operational at all times when the vehicle is used in a licensed capacity e.g when carrying a passenger, waiting for hire or driving to jobs. It would be in breach of their licence if they fail to have an operational system.
- 2.2. It is the licence holders responsibility to ensure system is in working order before each shift and maintain the system.
- 2.3. If the system is not in working order, licence holder must inform the council next working day
- 2.4. The system can be switched off when vehicle is in use privately.
- 2.5. The system has the capability of recording audio data, however this will only take place where passenger or driver feels it is necessary, and presses the in-vehicle audio button. A light will illuminate advising both passenger and driver audio recording is taking place.
- 2.6. If within a larger vehicle, there may be one audio button for driver and one for passengers. Buttons cannot override each other e.g if passenger activates button, the driver cannot use their button to deactivate audio or vice versa.
- 2.7. Each vehicle must include clear signage informing passengers CCTV is in operation. This information will be displayed on each door to ensure passenger are aware of usage before entering the vehicle.
- 2.8. CCTV system will turn off after 30 minute delay once ignition has been switched off or in the event driver wishes to use vehicle for personal use only, they can manually switch off system.
- 2.9. Data collected is stored securely encrypted within hard drive which is placed within the vehicle inaccessible to passengers. Thereby ensuring that any equipment cannot not be tampered with. Encryption is of a sufficient standard and data may not be interfered with or released to any third party / published.
- 2.10. Data is encrypted and can only be accessed by the council using decryption key held by the council.

2.11. Data within the hard drive will be overwritten every 28 days automatically.

3. Download process

3.1 Data will only be downloaded for limited reasons.

- I. Where a crime report has been made involving the specific vehicle and the Police have formally requested that data or,
- II. When a substantive complaint has been made to the licensing authority regarding a specific vehicle or driver and that complaint is evidenced in writing (and cannot be resolved in any other way),
- III. Where a Data request is received from an applicant e.g. police or social services, that has a legitimate requirement to have access to the data to assist them in an investigation that involves a licensed vehicle or driver.
- IV. Subject Access Request compliant with the General Data Protection Regulation

3.2. Where downloading may be required, to safeguard the data all downloads will be conducted in the presence of at least two authorised officers. Authorised officers are: a member of the Cambridge City Council licensing team or a serving police employee. Downloading will occur in council offices.

3.3. If downloading is required, approval is to be confirmed by Cambridge City Council, Environmental Health Manager, Team Manager or Licensing Support Team Leader within Environmental Health who will confirm if request is legitimate. Once confirmed, arrangements will be made with the owner of the licensed vehicle for the vehicle to attend the Licensing Office.

3.4. Officers will remove hard drive system from vehicle and complete downloading in council offices.

3.5. Download from the data box will be to a secure Cambridge City Council IT system.

3.6. Only required data will be downloaded, which is specific to time and date of incident.

- 3.7. Downloaded footage will be into files. A master copy will be created and saved on Cambridge City Council secure system dedicated to such use and retained, as detailed below. This system will be kept secure to prevent loss of data. A working copy will be produced and either given to the requesting authority or subject or retained by the investigating officer.
- 3.8. Data retained by Cambridge City Council, will only be retained for the following periods and disposed of as below;
- Investigations leading to revocations / suspensions - 10 working days from date all appeal periods lapse.
 - Investigations leading to prosecution - 10 working days from date all appeal periods lapse.
 - Investigations leading to formal caution - 10 working days from date all appeal periods lapse.
 - Investigations leading to a written warning or no formal action - 10 working days from date all appeal periods lapse.
 - Subject Access request - 6 years from date of request.
- 3.9. Authorised officers will conduct a review of material held on the dedicated system each year and erase any such material outside of these time limits.
- 3.10. Any working copies should be placed on the appropriate files and they will be password protected and safely destroyed when retention period has completed.
- 3.11. Data will only be viewed by authorised officers performing the download to the extent necessary to facilitate the download process. Data being used in any investigations will only be viewed by persons involved in that investigation but will be released to be used in court if necessary.

4. Officer training

- 4.1. All authorised officers will receive training in downloading and encrypting downloaded data. This will be completed internally with the support of CCTV system suppliers.
- 4.2. Training will include practical use of equipment and operational procedure.