

Tunbridge Wells Borough Council

CCTV Data Privacy Impact Assessment for use of Public Space CCTV Surveillance Cameras

April 2026 to April 2027



This is an impact assessment statement for the use of Public Space CCTV Surveillance Cameras at:

The Tunbridge Wells Borough Councils CCTV Control Room

All Local Authorities operating Public Space CCTV systems, for any purpose, must comply with all relevant statutory and regulatory requirements governing their use. These include the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, the Human Rights Act 1998, and, where applicable, the Investigatory Powers Act 2016. In addition, Local Authorities must have due regard to the Surveillance Camera Code of Practice issued under the Protection of Freedoms Act 2012.

These frameworks impose specific obligations relating to the justification, installation, operation, and management of CCTV systems, as well as the lawful collection, processing, sharing, retention, and secure storage of recorded data. Local Authorities must not only address these requirements but also be able to demonstrate that they are being actively and consistently implemented in practice.

The CCTV control room is required to have a detailed policy covering every aspect of the use of the Public Space CCTV and the data collected within its control room and must have an appointed data controlling officer, preferably from the senior management team, to oversee and control all aspects of the use of surveillance CCTV and data collected from it. Registration for the use of CCTV surveillance must be maintained with the Office of the Information Commissioner, from where a suitable code of practice on its use can also be obtained.

An impact assessment can be a very useful method of detailing important aspects of the use of Public Space CCTV and how it will affect others.

The impact assessment needs to address the following requirements:

1. The exact purpose and objectives for the use of public space CCTV camera.
2. Suitability and advantages of use of CCTV over other possible methods, including regular reviews
3. Assessment of proportionality of the level of coverage employed, equipment used and time equipment is active.
4. Specific ways in which data collected will be used.
5. For stored data, the method used the length of time of storage, and how the data might be used for.
6. For each and every area of coverage, where data may be stored, how and by whom the data will be processed in any manner, and for what purpose.
7. Methods of notification of the presence of surveillance CCTV and other information channels

8. Details of all methods by which images, or collected data, from CCTV may be streamed to any outside agency or other parties, if relevant
9. Assessment of any possible impact of CCTV surveillance on the right to privacy, performance or general well-being of any individuals
10. Other relevant information.

It is further considered desirable that for every instance where the public could possibly be captured on surveillance CCTV cameras, a report will be made concerning the individual's right to privacy, limited or otherwise and the impact on their ability to go about their every day life in a comfortable relax and calm way. All this information is found in the Tunbridge Wells Borough Councils CCTV Code of Practice available on our website.

The Tunbridge Wells CCTV Control Room, works in partnership with Tonbridge & Malling Borough Council

Tunbridge Wells Borough Council April 2026

CCTV Data Privacy Impact Assessment for use of Public Space CCTV Surveillance Cameras

This assessment has been carried out by:

Sharon Wright

Partnership CCTV Manager

The assessment is effective from April 2026 until review April 2027

The CCTV data-controlling officer for Tunbridge Wells Borough Council is:

Sharon Wright

Partnership CCTV Manager

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This CCTV System is registration with the Office of the Information Commissioner.

Areas within Tunbridge Wells Borough Council covered by CCTV are:

Tunbridge Wells Town Centre

Cranbrook

Hawhurst

Lamberhurst

North Farm

Knights Park
Calverley Park
St Johns Park
Fountains Retail Park
Paddock Wood
Pembury
Southborough
Rusthall

Areas within Tonbridge & Malling Borough Council covered by CCTV are:

Blue Bell Hill Car Park
Snodland High Street
Tonbridge High Street
West Malling High Street and Car Parks

Privacy Impact assessment for use of Public Space CCTV cameras in the above areas within Tunbridge Wells Borough Council CCTV Control Room

1. Purpose and objectives for use of surveillance CCTV:

- To help reduce the fear of crime.
- To help deter crime.
- To help detect crime and provide evidential material for court proceedings.
- To provide assistance in the overall management of public health and safety.
- To enhance community safety, assist in developing the economic well being in Tunbridge Wells Borough and to encourage greater use of the town centres, shopping areas, car parks, and similar locations within our areas.

2. Suitability and advantages of use of CCTV over other possible methods, including regular reviews:

- CCTV cameras record 24/7 within our areas, show exact date and time of any recorded incidents. This is especially advantageous when police resources are not available.

- Cameras are monitored, maintained and serviced regularly to ensure they are working to their full potential at all times.
- Our CCTV promotes community safety and helps reduce the fear of crime, including community confidence and reassurance.
- The CCTV system helps with the prevention and detection of crime and disorder
- When a crime occurs, CCTV is a vital element of any investigation.
- CCTV has proved invaluable to the police and security services in the aftermath of major incidents, obtaining vital information and intelligence.
- CCTV has remained an essential component for protecting the public from terrorism, violence and criminality.

3. Assessment of proportionality of the level of coverage employed, equipment used and time equipment is active:

- The CCTV cameras within Tunbridge Wells Borough Councils CCTV Control Room are assessed regularly to establish alternative methods, better and more cost effective ways to promote community safety.
- CCTV coverage is only in town centres within Tunbridge Wells Borough, all our camera are overt camera.
- All CCTV cameras and equipment are fit for purpose under appropriate standards used by professional trained CCTV maintenance contractors.
- All images are recorded on digital recorders.
- The cameras are recorded 24/7.

4. Specific ways in which data collected will be used:

- The data is collected within a secured controlled environment.
- A controlled audit trail is regularly monitored to ensure the data is protected.
- Independent internal and external audits are carried out to ensure compliance.
- Only authorised persons have access to the data.
- Personal data will be used only for the purposes held with our CCTV Code of Practice.
- Disclosed data is only to lawful organisations shown within our CCTV Code of Practice.
- Data will be held for no longer than necessary.
- data will only be used legitimately.

- Full details are available within our CCTV Code of Practice

5. For stored data, the method used, the length of time of storage, and how the data might be used:

- Recorded data is stored on hard drives for 31 days.
- Full details of storage methods and how data might be used is within the CCTV Code of Practice, available to the public on the Tunbridge Wells Borough Councils website.

6. For each and every area of coverage, where data may be stored, how and by whom the data will be processed in any manner, and for what purpose:

- All the data will be stored on hard drives within the CCTV control room.
- The data will only be processed by council's trained; SIA Licensed and Kent Police vetted CCTV Operators for the purpose of crime detection and prevention, to promote community safety and to reduce the fear of crime in our areas.
- Full details are within the CCTV Code of Practice, available to the public on the Tunbridge Wells Borough Councils website.
- Details of further personnel who may gain access to data as part of their duties are the CCTV Managers and Council Chief Officers.

7. Methods of notification of the presence of surveillance CCTV and other information channels:

- Signs are placed in the local areas where CCTV cameras are in operation, the signs indicate:
 - The presence of CCTV monitoring in this area.
 - The reasons for the CCTV in this area.
 - The owners of the system.
 - The contact phone number.
- Annual CCTV report and annual CCTV reviews are published on the Tunbridge Wells Borough Councils website detailing presence of surveillance cameras.

8. Details of all methods by which images, or collected data, from CCTV may be streamed to any outside agency or other parties, if relevant.

- All images are recorded onto a secured digital hard drive system at Tunbridge Wells Borough Council's CCTV control room.

- Kent Police have controlled access to steamed images into their Kent Police Headquarters, Command and Control Centre in Maidstone. These images are only for monitoring purposes, full operational control of the cameras remains with Tunbridge Wells Borough Councils CCTV Control Room.
- Full details are contained in the CCTV Code of Practice available on the Councils website.

9. Assessment of any possible impact of CCTV surveillance on the right to privacy, performance or general well-being of any individuals:

- All cameras are monitored to ensure the right to general privacy is adhered to.
- Regular inspections are carried out to ensure no breaches from staff or the system.
- Daily camera patrol checks are carried out and recorded to ensure compliance.
- Annual reviews are carried out to ensure full right to privacy of individuals.
- Annual CCTV camera impact and privacy assessments carried out.

10. Local Government Reorganisation (LGR)

- The implementation of Local Government Reorganisation presents an opportunity to strengthen and modernise the governance and operation of the CCTV service. As part of LGR, CCTV responsibilities may transfer to a new authority or be integrated within a revised organisational structure. This transition enables the CCTV system to benefit from refreshed governance arrangements, streamlined processes, and consistent standards across a wider area.
- Overall, LGR is expected to enhance public confidence in the CCTV system by ensuring it continues to be operated lawfully, effectively, and with privacy by design principles embedded, while maintaining its primary purpose of community safety, crime prevention, and public reassurance.