

# Queens Cross Housing Association

## Data Protection Impact Assessment

For guidance on how to complete this form, it is important to read the DPIA Procedure before and during completion of this assessment.

This assessment must be commenced at the beginning of any project involving the use of personal data, or if you are making a significant change to an existing process. The final outcomes must be integrated back into the project plan.

This form should be stored with the DPIA Screening Form.

<b>Name of Organisation</b>	Queens Cross Housing Association
<b>Project Title / Change Description:</b>	CCTV Usage – Raglan Street St Georges road Area V2
<b>Project Manager/ Lead details:</b>	Gillian Harkins, Community Caretaking Service Manager
<b>Name of Data Protection Officer</b>	Trish Knight RGDP LLP
<b>Date of Assessment:</b>	28/06/2024

### Step 1: Identify the need for a DPIA

**Explain broadly what the project aims to achieve and what type of processing it involves.** You may find it helpful to refer or link to other documents, such as a project scoping. Summarise why you identified the need for a DPIA.

(See DPIA Procedure Step 1 for further guidance).

To use CCTV externally and internally for the purposes of health and safety, the prevention and detection of crime and for the safety and security of staff, tenants, and other persons, including visitors to Queens Cross Housing Association premises.

### Step 2: Describe the Processing

**2a Describe the nature of the processing:**

(See DPIA Procedure Step 2 for further guidance)

**How will you collect, use, store and delete data? Please answer in the box below**

Make and Model of camera:

**10-40 Raglan / St Georges Rd**

4 x static cameras

4x static multi heads

**Servers**

65 Cedar

Throughout various sites there are 13 x wireless links at various locations connected to central location at 65 Cedar Street and then linked back to our centralised CCTV hub at 45 Firhill Road.

This room has 8 x 43inch wall monitors, 3 x spot monitors, and 1 x playback monitor and PC for disk burning.

Location of cameras

<b>Raglan St / St Georges Road internal and external cameras</b>	
	10 Raglan Street front multi head 1, 2, 3.
	10 Raglan Street foyer area
	10 Raglan Street lift
	40 Raglan Street rear multi head 1, 2, 3.
	434 St Georges Road front multi head 1, 2, 3.
	434 St Georges Road foyer area
	434 St Georges Road lift
	466 St Georges Road front multi head 1, 2, 3.

**What is the source of the data? Please answer in the box below**

The source of the data is the cameras.

**Will you be sharing data with anyone? Please answer in the box below**

The data is stored internally and would only be shared with others (e.g. police / investigators / insurance companies / legal advisors) if lawful.

**What types of processing identified as likely high risk are involved?**

**Insert flow diagram showing data flows (optional) Please answer in the box below**

Images are not classed as high risk , although it may display ethnicity and health disability information in the capture

**2b Describe the scope of the processing:**

(See DPIA Procedure Step 2 for further guidance)

**Details of personal data**

Please indicate what personal data will be collected/stored/processed, please indicate with an X where applicable.

**Administration data**

- Name
- Date of Birth/Age
- Gender
- Contact details
- Unique identifier e.g. student number/NI No.
- Other data (please specify): Video only

**Special Categories of data**

- Racial or ethnic origin
- Political opinion
- Religious or philosophical beliefs
- Trade Union membership
- Physical or mental health condition
- Sexual life and sexual orientation
- Genetic data
- Biometric data used to identify an individual

**Other sensitive information**

- Financial information/bank account details
- Criminal convictions and offences
- Other (please specify):

**Under Article 6 of the UK GDPR one or more of the following conditions needs to apply before the processing of personal data is lawful. Please select which condition applies:**

6(1)(f) Legitimate Interests - The processing is necessary for the purposes of legitimate interests pursued by the business or another party and does not prejudice the rights and freedoms of the individual (please provide further details below)

**If processing Special Category Data, please select which of the conditions for processing applies**

N/A

**2c Describe the context of the processing:**

(See DPIA Procedure Step 2 for further guidance)

**What is the nature of your relationship with the individuals?** Please answer in the box below

Individuals who will be captured in the CCTV recordings will generally be staff, visitors and contractors attending the location.

**How much control will they have?** Please answer in the box below

Little control – they will not have the choice whether to appear in the images or not. Signage will be in place to inform CCTV is in operation . They will have the usual rights under UK GDPR in relation to their personal data.

<b>Would they expect you to use their data in this way? Please answer in the box below</b>
<p>People are used to having their images recorded on CCTV. The surveillance camera technology is not facial recognition CCTV.</p> <p>Individuals entering and outside the premises are advised by signs that we are recording CCTV imagery.</p> <p>The wording of the signs includes “ this area is monitored by CCTV”</p> <p>The signs are located visibly in the area – NB a review of this is currently underway</p>
<b>Do they include children or other vulnerable groups? Please answer in the box below</b>
<p>There is no intention to focus on children or vulnerable groups, but the cameras may capture their images if they are at the location.</p>
<b>Are there prior concerns over this type of processing or security flaws? Please answer in the box below</b>
<p>No – CCTV is a widely understood and accepted technology.</p>
<b>Is it novel in any way? Please answer in the box below</b>
<p>No.</p>
<b>What is the current state of technology in this area? Please answer in the box below</b>
<p>In common use.</p>
<b>Are there any current issues of public concern that you should factor in? Please answer in the box below</b>
<p>Facial recognition systems are of public concern, but there is no intention to use this type of technology as part of our CCTV system.</p>
<b>Are you signed up to any approved code of conduct or certification scheme (once any have been approved)? Please answer in the box below</b>
<p>N/A</p>
<b>2d Describe the purposes of the processing:</b>
<p>(See DPIA Procedure Step 2 for further guidance)</p>
<b>What do you want to achieve? Please answer in the box below</b>
<p>Health and safety of employees and users of our services, security of our buildings and the detection and prevention of crime.</p>
<b>What is the intended effect on individuals? Please answer in the box below</b>
<p>Health and safety, security and the detection and prevention of crime.</p>

**What are the benefits of the processing for you, and more broadly? Please answer in the box below**

Health and safety of employees and users of our services, security of our buildings and the detection and prevention of crime.

## Step 3: Consultation

**Consider how to consult with relevant stakeholders:** (See DPIA Procedure Step 3 for further guidance)

**Describe when and how you will seek individuals' views – or justify why it's not appropriate to do so.** Please answer in the box below

It is not deemed appropriate to carry out a consultation as all parties are aware of the requirement. The use of CCTV is covered on our Privacy Notice and there is signage in place advising of the usage, who the Data Controller is and who to contact with any concerns. This is currently under review

**Who else do you need to involve within your organisation?** Please answer in the box below

Governance team, estates management, DPO, ICT

**Do you need to ask any relevant data processors to assist?** Please answer in the box below

Yes – for installation and maintenance of the system.

**Do you plan to consult information security experts, or any other experts?** Please answer in the box below

No.

## Step 4: Assess Necessity and Proportionality

**Describe compliance and proportionality measures, in particular:**

(See DPIA Procedure Step 4 for further guidance)

**What is your lawful basis for processing?** Please answer in the box below

The lawful basis for the processing is that it is in our legitimate interests, and we have conducted a legitimate interest assessment to that effect.

**Does the processing actually achieve your purpose?** Please answer in the box below

It is necessary and proportionate to use CCTV recordings for the purposes stated.
<b>Is there another way to achieve the same outcome?</b> Please answer in the box below
It is not financially practicable to employ the services of a security guard.
<b>How will you prevent function creep?</b> Please answer in the box below
Any changes to the system will be controlled via project change processes and if applicable, an update to this DPIA will be done.
<b>How will you ensure data quality and data minimisation?</b> Please answer in the box below
Data is minimised through routine deletion.
<b>What information will you give individuals?</b> Please answer in the box below
Individuals are made aware of the recordings through prominent signage.
<b>How will you help to support their rights?</b> Please answer in the box below
Data subjects can exercise their data subjects' rights in accordance with our privacy notice.
<b>What measures do you take to ensure data processors comply?</b> Please answer in the box below
If contractors providing/maintaining system can access the images, they will be asked to sign a Data Processor Agreement.
<b>How do you safeguard any international transfers?</b> Please answer in the box below
All personal data will be stored in the UK.

## Step 5: Identify and Assess Risks

**Risk assessment (to be completed by Data Protection Officer in conjunction with project sponsor)**

Likelihood of Harm	<b>PROBABLE</b>	Low	High	High	<b>What does 'harm' mean?</b> It is something that has an impact on an individual and can affect their circumstances, behaviour, or choices.
	<b>POSSIBLE</b>	Low	Medium	High	
	<b>REMOTE</b>	Low	Low	Low	
		MINIMAL	SIGNIFICANT	SEVERE	

<b>Severity of Harm</b>	For example, a significant effect might include something that affects a person's financial status, health, reputation, access to services or other economic or social opportunities.
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<b>Describe the source of risk and nature of potential impact on individuals.</b> Include associated compliance and corporate risks as necessary.  (See DPIA Procedure Step 5 for further guidance)	Likelihood of Harm	Severity of Harm	Overall risk
Risk No. 01  Interference with privacy rights.	Remote	Minimal	Low
Risk No. 02  Lack of security of the personal data.	Possible	Significant	Medium

## Step 6: Identify Actions to Mitigate the Risks

**Identify additional measures you could take to reduce or eliminate risks identified as medium or high risk in step 5**

(See DPIA Procedure Step 6 for further guidance)

<b>Risk</b>	<b>Actions to reduce or eliminate risk</b>	<b>Effect on Risk</b> <i>(reduced / eliminated / Accepted)</i>	<b>Residual Risk</b> <i>(Low/ Medium/ High)</i>	<b>Action Approved</b> <i>(Yes/No)</i>
Risk No. 01	Prominent signage identifying the data controller	Reduced	Low	Yes
Risk No. 02	Adequate IT and internal procedural measures to ensure no inappropriate disclosure takes place.	Reduced	Low	Yes

## Step 7: Approval and Record of outcomes

(See DPIA Procedure Step 7 for further guidance)

Item	Signed / Date	Notes
Risk Actions approved by:	Gillian Harkins , Community caretaking service manager 13.6.24	<i>Integrate actions back into project plan, with date and responsibility for completion</i>
Residual risks approved by:	Gillian Harkins , Community caretaking service manager 13.6.24	<i>If accepting any residual high risk, consult the ICO before going ahead</i>
Consultation responses reviewed by:	Na – internal reviews completed as part of DPIA	<i>If your decision departs from individuals' views, you must explain your reasons</i>
DPO advice provided:	T Knight 4.6.24& 28.6.24 DPO RGDP LLP	<i>DPO should advise on compliance, step 6 measures and whether processing can proceed</i>
<p>Summary of DPO advice:</p> <p>This is not unusual processing and fully documented .</p> <p>LIA is available on lawful basis for CCTV</p> <p>Updated with feedback from QCHA 28.6.24 this version</p>		
DPO advice accepted or overruled by:	Gillian Harkins , Community caretaking service manager	<i>If overruled, you must explain your reasons</i>
<p>Comments:</p>		
This DPIA will be kept under review by:	Governance team	<i>The DPO should also review ongoing compliance with DPIA</i>