

R. McDowell Haulage and Distribution Limited

Vehicle CCTV Privacy Policy

When we process your personal data we are required to comply with the General Data Protection Regulation 2016 ("GDPR") and the Data Protection Act 2018, which supplements GDPR in the UK (the "DPA"). The DPA and GDPR are together referred to in this notice as the "Data Protection Legislation".

R. McDowell Haulage and Distribution Limited ("McDowell" or "we") is the data controller of the personal data collected pursuant to this policy. We have nominated our Finance Controller to have day to day responsibility for ensuring we comply with the Data Protection Legislation and dealing with any requests we receive from individuals exercising their rights under the Data Protection Legislation.

This Vehicle CCTV Privacy Notice applies to anyone that enters vehicle(s) belonging to McDowell either as a driver or a passenger; this can include customers, employees and members of the public; and also any individual that comes into proximity of our vehicles.

All cameras are carefully positioned not to be intrusive on vehicle occupants and no internal facing cameras are installed.

Who is responsible for your personal data?

McDowell is responsible for your personal data. Contact information can be found below in this policy.

What personal data do we collect about you



We collect CCTV footage on all of our vehicles, this may capture your movements and activities whilst using or travelling in our vehicles which may reveal facial images of individuals, location information, and activities around our vehicles.

Customers and users of other services provided by McDowell may have more personal data collected; details of which can be obtained by contacting McDowell.

Why do we collect this personal data

McDowell monitors and records CCTV in our vehicles for the purposes of evidence of accidents or incidents to the extent necessary for insurance related purposes, crime prevention, crime detection and for the safety of individuals which may include our customers, employees and members of the public. We process the personal data on the grounds of our legitimate interests.

How do we process your personal data

Vehicle CCTV images are actively recorded and monitored by McDowell (and if applicable our employees) for the purposes set out above. The images are only reviewed if the need arises during the retention period set out below.

Where do we process your personal data



All CCTV footage (including backups) is kept by McDowell and is stored fully within the EEA at all times in accordance with data protection laws. Backups may be taken and stored within the following location:

- **McDowell's Internal Network** where backups are taken this information is stored within McDowell's network infrastructure. This is stored in the EEA.

How long do we keep your personal data

All vehicle CCTV recordings are retained on the recording devices for a period of time (as set out below), and automatically overwritten and deleted thereafter if there is no indication of an actual or potential crime, or an incident that may result in a claim being made either against McDowell by a third party or by us against a third party.

The period of data retention for the CCTV recordings varies depending on the model of unit, settings, number of cameras and the size of the storage media installed to the vehicle. This could range between 5 and 2791 vehicle operating hours. The unit used by McDowell typically retains data for between 262 and 600 vehicle operating hours.

In cases where the CCTV footage shows an actual or potential crime, or an incident that may result in a claim being made either against us by a third party or by us against a third party then the CCTV footage will be retained by us for the duration of the proceedings plus any mandatory legal retention period thereafter. This can vary depending on the nature of the crime / claim.

Who will receive your personal data

Our CCTV system is actively monitored by McDowell. McDowell does not typically share vehicle CCTV footage information with any other parties; however, your personal data may be shared with other organisations where McDowell is required to do so in order to liaise with its insurers, fulfil the purposes of crime prevention, crime detection and for the safety of our customers, employees and the public.

McDowell therefore may also share CCTV footage with the following organisations only where required:

- **our CCTV provider** where we are required to do for customer support and assistance with the camera systems and/or retrieving information from the devices;
- **the police** where we are required to do so to comply with legal obligations such as if a crime has or potentially has been committed and the CCTV footage and/or telematics data can assist Police with their investigations;
- **our insurance providers** where a claim is made either against us by a third party or by us against a third party or our insurer to which the CCTV footage may be used as evidence for the claim being made;
- **our legal advisors** where a claim is made either against us by a third party or by us against a third party to which the CCTV footage and/or telematics data can be used as evidence for the claim being made;

- **our appointed Health & Safety consultants** who act as our HSE competent person where an injury or potential injury has occurred in or near our vehicles;
- **other businesses** only in the instance where a crime has been committed or a claim has been made to which the CCTV footage from our vehicles can be used as evidence for the claim being made;
- **members of the public** who submit a Subject Access Request where there is no overriding legal basis not to provide the information (please note depending on the nature of the request other parties captured in the footage may be pixelated to ensure their privacy).

Protecting your personal data

We are committed to protecting all personal data we process and take appropriate technical and organisational measures against the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to your personal data, transmitted.

We fully comply with our obligations as a "data controller" under all data protection laws including the General Data Protection Regulation 2016 (GDPR) and Data Protection Act 2018.

Your data protection rights

The European General Data Protection Regulation (GDPR) gives individuals "data subjects" specific rights that help you control your personal data. Below you will find more information about your rights and how we work to fulfil these in regards to our CCTV monitoring and processing.

You can exercise any of your rights in relation to the data that we hold about you by contacting us on the details set out in the "Contact information" section below.

- **Right to be informed:** You have the right to be informed when your personal information is being collected and how it will be processed.
- **Right to access:** You have a right to request copies of CCTV images or recordings we have that feature images of you or information relating to you. You may submit a Subject Access Request (SAR) to obtain your personal information by contacting us.

In order to fulfil any Subject Access Request, so you can receive a copy of the CCTV we may need more information about you and the footage you require including (but not limited to): date, time, location, your description, and contact details; this information should also be provided when submitting any Subject Access Request.

- **Right to rectification:** You have the right to request the information held is rectified if it is found to be inaccurate or incomplete. All requests of data rectification can be made by contacting us.
- **Right to erasure:** You have the right to request we stop processing your data and for the information we hold to be erased in certain circumstances such as if your data is being unlawfully processed. All requests of data erasure can be made by contacting us.
- **Right to restriction:** You have the right to request we stop or limit how we process your data but not delete your information in certain circumstances such as if your data is being unlawfully processed. All requests of data erasure can be made by contacting us.
- **Right to portability:** You have the right to request your data is sent to you and/or another data controller in a common machine-readable format. If you require us to send your information to another data controller this can be done by contacting us.
- **Right to be objection:** You have the right to object to the processing of your data until we can demonstrate compelling legitimate grounds for doing so. All objection requests can be made by contacting us.

- **Automation rights:** You have the right not to be subject to automated profiling or predictive measures and request human intervention and an explanation of automated decisions. All requests relating to automation rights can be made by contacting us.

Updates to this policy

This Vehicle CCTV Privacy Notice is a dynamic tool and changes to this policy may be required to reflect any changes in the way personal data is processed by the recording unit. This information may therefore be updated to ensure the information provided to you is up to date and in accordance with the relevant data protection laws. Any new version of this policy will be republished on this website.

Contact information

We will always try to resolve queries and respond appropriately to all requests and enquiries regarding the use of our CCTV data. You can contact us on transport@mcdowell.co.uk.

Making a complaint

You have the right to make a complaint to the Information Commissioner's Office if you have concerns about our practices, or you are not happy with our responses to your requests or you are concerned about how we are handling your information.

The ICO can be contacted through this link: <https://ico.org.uk/concerns/>.