



# CCTV Privacy Policy

## 1. Purpose of CCTV

**Coastfields Leisure operates CCTV systems across its sites for the purposes of:**

- Protecting the safety and security of guests, staff, and visitors.
- Preventing and detecting crime and anti-social behaviour.
- Safeguarding company property and assets.
- Assisting in the investigation of incidents.

**CCTV is used in a way that respects individuals' privacy.**

## 2. Scope

This policy applies to all CCTV systems operated by Coastfields Leisure at its holiday parks, facilities, and associated premises.

## 3. Legal Basis

CCTV is processed under the lawful basis of legitimate interests in accordance with UK GDPR, ensuring safety and security while balancing individuals' rights.

## 4. System Operation

Cameras are positioned in public and communal areas such as entrances, reception areas, car parks, and shared facilities.

CCTV is not installed in private areas such as toilets, changing rooms, or accommodation interiors.

**Signage is clearly displayed to inform individuals that CCTV is in operation.**

## 5. Data Collected

**CCTV systems may capture:**

- Video footage of individuals.
- Images of vehicles and registration numbers.
- Date, time, and location of recordings.
- Audio recording is not used unless explicitly stated.

## 6. Data Storage & Retention

**Footage is stored securely with restricted access.**

Recordings are typically retained for up to 30 days, unless required for investigation. After this period, footage is automatically deleted or overwritten.

## 7. Access to CCTV Footage

**Access is strictly limited to authorised personnel for legitimate purposes.**

Footage may be shared with:

- Law enforcement agencies (e.g. police)
- Insurance companies or legal representatives where necessary.

**All access is logged and monitored.**

## 8. Your Rights

**Under UK GDPR, individuals have the right to:**

- Request access to CCTV footage containing their image (Subject Access Request).
- Request deletion or restriction of processing where applicable.
- Object to processing in certain circumstances.

**Requests must be made in writing and may require proof of identity.**

## 9. Data Security

**Coastfields Leisure ensures:**

- Secure storage systems with password protection.
- Limited access controls.
- Regular system maintenance and monitoring.

## 10. Contact Details

For CCTV or data protection enquiries, please contact:

**Data Protection Officer / Site Management  
Coastfields Leisure**

Email: [Info@coastfieldsleisureltd.co.uk](mailto:Info@coastfieldsleisureltd.co.uk)

Address: **Coastfields Holiday Village**

**Roman Bank**

**Vickers Point**

**Ingoldmells**

**SKEGNESS**

**PE25 1JU**

## 11. Complaints

If you are unhappy with how your data is handled, you may contact Coastfields Leisure in the first instance.

You also have the right to lodge a complaint with the Information Commissioner's Office.

## 12. Policy Review

This policy will be reviewed regularly to ensure compliance with current legislation and best practice.

