

# **SOUTHBANK CENTRE**

## **Southbank Centre CCTV - Requests for CCTV footage**

**Date: September 2025**

This policy details how the Southbank Centre manages requests for CCTV footage with respect to: (1) civil claims; (2) criminal claims; or (3) access to personal data (a 'Subject Access Request').

CCTV footage also includes footage taken from body worn cameras. So this policy applies to body worn cameras.

Other than with respect to a request falling into one of these 3 categories, we are not able to provide access to or any copies of any CCTV footage.

The Southbank Centre has a legal duty to ensure that any CCTV footage it releases is not disclosed unlawfully according to all applicable laws, including, without limitation, the terms of:

- The Data Protection Act 2018
- The UK GDPR
- The Protection of Freedoms Act 2012
- Martyn's Law

All releases of CCTV footage must have a completed Request for CCTV Footage form completed by SC personnel and the release authorised by one of:

- Head of Security
- Event Security Manager
- Site Security Manager
- Head of Facilities
- The General Counsel or Data Protection Officer (in the case of a Subject Access Request)

### **1. Requests for CCTV footage re civil claims**

1.1 The Southbank Centre may be able to release recorded CCTV footage which has been requested as evidence needed with respect to a civil claim between individuals or companies.

1.2 The Southbank Centre is not permitted to release any recorded CCTV footage directly to an applicant. Requests for recorded CCTV footage must be submitted by an insurance company or a solicitor acting on behalf of an applicant. This provides us with the necessary assurance that any CCTV footage we release will only be used for lawful purposes. We will determine the method for transferring any footage that may be provided in light of the specific circumstances of the request.

1.3 We may (at our discretion) be permitted to advise an applicant if we operate any cameras in the area in which an incident has occurred and if those cameras may have recorded

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an incident.

1.4 Any request for CCTV (including body camera) footage or information on camera positioning to assist with a civil claim must:

- be submitted by an insurance company or a solicitor acting on behalf of an applicant;
- have a completed Request for CCTV Footage form;
- include the name of the applicant (on whose behalf the solicitor or the insurance company is acting);
- include details of the date, the time and the location of the incident for which the recorded CCTV footage is requested;
- include full details of the incident; and
- in the case of a road traffic incident; include details of all vehicles involved in the incident (including vehicle registration mark [VRM], make, model and colour).

## **2. Requests for CCTV footage re criminal claims**

2.1 The Southbank Centre may be able to release recorded CCTV footage which has been requested as evidence needed with respect to a criminal claim between individuals or companies.

2.2 The Southbank Centre is not permitted to release any recorded CCTV footage directly to an applicant. Requests for recorded CCTV footage must be submitted by a police officer. This provides us with the necessary assurance that any CCTV footage we release will only be used for lawful purposes. We will determine the method for transferring any footage that may be provided in light of the specific circumstances of the request.

2.3 We may (at our discretion) be permitted to advise an applicant if we operate any cameras in the area in which an incident has occurred and if those cameras may have recorded an incident.

2.4 Any request for CCTV footage or information on camera positioning to assist with a criminal claim must:

- be submitted by a police officer or a solicitor acting on behalf of an applicant;
- have a completed Request for CCTV Footage form;
- include details of the date, the time and the location of the incident for which the recorded CCTV footage is requested;
- include full details of the incident; and
- include (using the attachment section of the Request for CCTV Footage Form) confirmation that ID has been verified.

## **3. Subject Access Requests for CCTV footage**

3.1 All Subject Access Requests for CCTV footage will be handled in accordance with Southbank Centre's [Privacy Policy](#) (available on our website) and our obligations under data protection law. Our Privacy Policy contains information about a person's rights, including to access their personal data (such as CCTV footage depicting them), and who to contact at Southbank Centre to exercise their rights or make inquiries.

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- 3.2 In the event of a Subject Access Request we will invite the requestor to view the footage at Southbank Centre and if this is not possible or agreed we will provide a copy of any relevant footage pursuant to our obligations under data protection law.
- 3.3 The provision of footage will be considered alongside the privacy rights of any other individuals whose image may appear in the same footage and may require the redaction of sections of the footage prior to viewing or the provision of a copy .
- 3.4 If the requestor agrees to visit our site and view any applicable footage there will be at least one authorised representative of the Southbank Centre in attendance. The requestor will be required to confirm and agree in advance a date and time for such viewing, sign in and out at the Southbank Centre's reception when attending for the viewing and, prior to and following their viewing, sign a confirmation form confirming their attendance and the viewing of the footage.
- 3.5 All requestors will be required to supply personal photo identification documentation (either a passport or photocard driving licence) with a Subject Access Request for CCTV footage and this will be subject to satisfactory verification.
- 3.6 No footage should be deleted during an investigation. If deletion is suggested as a resolution to a complaint, it must be discussed with the General Counsel and Data Protection Officer prior to deletion.

## **4. Internal investigation**

The Southbank Centre may be able to release for viewing recorded CCTV footage which has been requested as part of an internal investigation: theft, poor behavior (e.g. fight), access breach, etc.

Requests for recorded CCTV footage must be submitted by a manager or Director and it needs a clear narrative as to why this footage is relevant to the matter investigated. This provides us with the necessary assurance that any CCTV footage we release will only be used for lawful purposes.

At SC discretion, we may or may not accept this request.

Any request for CCTV footage or information on camera positioning to assist with an investigation must:

- be submitted by a manager or director;
- have a completed Request for CCTV Footage form;
- include the name of the applicant;
- include details of the date, the time and the location of the incident for which the recorded CCTV footage is requested; and
- include full details of the incident.

If some relevant footage is found, it cannot be shared to the applicant. However, the applicant

will be invited to view the CCTV footage under the supervision of a security officer.

**Version Control**

<b>Version</b>	<b>Date</b>	<b>Owner</b>	<b>Comments</b>
1 Live	December 2024	Dominique Perrissin-Fabert	Shared on Intranet
2 Live	September 2025	Dominique Perrissin-Fabert	Shared on Intranet & Website