



CCTV Notice & Policy

How and why we use CCTV on our vehicles and premises, who can see the recordings, and how to ask for a copy.

30 days

recordings are kept, then deleted

Safety

of passengers, children, drivers and staff

1 month

to answer a request for footage

In writing

requests go to the Transport Manager

1. Who we are

The following companies each operate CCTV on their own vehicles and are each the controller of the recordings: Elite Services Limited, Elite Services Home to School Transport Limited, Elite Services Driver Training Limited, Carsville Coaches Limited and Freedom Travel North Limited trading as Smiths of Marple. Sam Nickson, Director, is responsible for CCTV across the group. Contact: 0161 480 0617, sales@eliteservicesltd.com, Unit 3 Adswood Industrial Estate, Adswood Road, Stockport, SK3 8LF.

2. Where it is used and what it records

- Most of our vehicles have operational CCTV. Some also have vehicle tracking.
- We also use cameras at our premises where signs say so.
- Cameras record pictures with the date and time and the vehicle. They do not record sound unless the sign says so.
- Every vehicle with CCTV carries a clear sign inside, and a sign at any premises entrance covered. Signs say who runs the system, why, and how to contact us.

Sign wording: "CCTV is in operation for the safety of passengers and staff and the prevention of crime. Operated by Elite Services. Contact 0161 480 0617."

3. Why we use it

- The safety of passengers, particularly children on school services, and of drivers and staff.
- Preventing and detecting crime, vandalism and anti-social behaviour.
- Establishing the facts after an accident, incident, complaint, safeguarding concern or insurance claim.
- Supporting our Consequences & Exclusion Policy where behaviour on a school service has to be looked into.

The legal basis is our legitimate interests in running a safe transport business. We do not use CCTV to monitor staff performance or productivity, to listen to conversations, or to watch people in toilets or changing areas.

4. Who can see the recordings

- Only people authorised by a Director, such as the Transport Manager, Operations Manager and Directors, and only when there is a reason: an incident, complaint, safeguarding concern, claim or a request from you or an authority.
- Recordings are not watched routinely and are not shown to other passengers, other parents or the public.
- We keep a record of who looked at footage, when and why.
- Recordings are stored in encrypted, password-protected systems, so they cannot be reached by people who are not authorised.

5. How long we keep it

Recordings are kept for 30 days and then automatically overwritten or deleted. If footage is needed as evidence, for example for the police, an insurer, a school, a safeguarding investigation or a claim, a copy is kept after a written request received before the 30 days end, and is deleted when it is no longer needed.

6. Sharing recordings

We share footage only where it is needed and the law allows: with the police and other authorities, our insurers and legal advisers, the school or local authority involved in an incident on a school service, and, in a safeguarding case, with children's services. We record what was shared, with whom and why.

7. Asking for footage of you or your child

You can ask to see or have a copy of footage of you, or of your child if you are their parent or carer. Please ask in writing, giving the date, the approximate time and the vehicle or route, to the Transport Manager (schooltransport@eliteservicesltd.com for Home to School, otherwise sales@eliteservicesltd.com), or by post to the address above.

We may ask you to prove who you are, and that you are the parent or carer. We reply within one month.

Other people in the footage are hidden where we can, or we may be unable to give you a copy if that is not possible. We may offer to let you view it instead.

We cannot give footage that could harm a police investigation, and we will tell you if we refuse and why.

8. Children

School services carry children, so we take particular care. Footage of a child is used only for the purposes in section 3 and is never shown to other pupils or parents. Parents can request footage of their own child as above.

9. Your rights and complaints

You can ask us to delete footage of you, stop using it, or restrict it where the law gives you the right. Our Website Privacy & Cookies Policy and Subject Access Request Policy say more. If you are unhappy, tell us and we will reply within 30 days (see our Complaints Procedure). You can also complain to the Information Commissioner's Office, ico.org.uk, 0303 123 1113.

10. Looking after the system

A Director reviews our use of CCTV at least once a year, including whether each camera is still needed, whether signs are in place and whether recordings are being deleted on time. We carry out a data protection impact assessment before adding cameras or changing how we use them. Staff who may view footage are trained on this policy.

Policy Last Updated: 07th October 2026

Next Review Date: 07th October 2027