



## Privacy Notice – Closed Circuit TV

The Privacy Policy sets out how and why we obtain, use and protect your personal information

### What is this Privacy Notice for?

This Privacy Policy explains how we collect, use and store personal information for the purpose of ensuring the ongoing safety and security of individuals visiting our premises at 7 Balfour Court, Leyland, PR25 2TF. People who use our services may visit the offices to access support for mental health and wellbeing needs, as well as tenants of Lancashire Mind. We also want to protect the security of staff, volunteers and other professionals that visit our premises to support the charity or carry out our work as contractors.

We display CCTV privacy notices at the entrance to our premises and within the office environment for staff and visitors to see.

Please also see our full Privacy Policy on the [Lancashire Mind Website](#).

### Who we are

Lancashire Mind (the Charity) is committed to protecting personal data and respecting the rights of people whose personal data we collect and use. We value the personal information entrusted to us and we respect that trust, by complying with all relevant laws and the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 as a Data Controller, meaning that we are responsible for, and control the processing of, your personal information. For further information about our privacy practices, please contact us:

- Write to Lancashire Mind, 7 Balfour Court, Leyland, PR25 2TF.
- Call us on 01257 231 660
- Email: [admin@lancashiremind.org.uk](mailto:admin@lancashiremind.org.uk)

### How we collect personal information and how we use it

We have CCTV that collects video images of people visiting the property in the following locations:

- Ground floor entrance
- Ground floor reception
- Unit 6d internal exit 1<sup>st</sup> floor

- 1<sup>st</sup> floor reception and social area

This data is stored on a secure cloud-based system with restricted access and the data will only be used in the event of a crime against an individual or the property. Sound is not recorded.

### [Legal basis for using your information](#)

We have established legitimate interest as the legal basis for collected CCTV footage of individuals visiting the property. This is to ensure that people accessing our mental health and wellbeing services feel safe in the environment. Staff, volunteers and professionals who support the charity will also feel safer and secure within the office environment. There is a legitimate interest for Lancashire Mind to process your information to help us achieve our mission of supporting better mental health for all in Lancashire.

Whenever we process your personal information under the 'legitimate interest' lawful basis, we make sure that we consider your rights and interests and will not process your personal information if we feel that there is an imbalance. We will only use data collected via CCTV for the purpose in which it is intended. This may include in the reporting of crimes and to protect individuals to keep them safe from criminal activity and harm.

### [Sharing your Information](#)

The personal information we collect about you will only be used to protect the safety and security of individuals. We may share your personal data if we are required to do so by law. We will never sell or share your personal information with organisations so that they can contact you for any marketing activities.

Personal data may include static or moving images of people visiting the office. We do not deliberately set out to capture any special category data, however, cameras may inadvertently record information that falls within these categories. Camera footage may be used as evidence regarding criminal offences.

Lancashire Mind does not transfer personal data overseas.

### [Legal disclosure](#)

We may disclose your information if required to do so by law, for example as evidence in the event of a criminal investigation.

## Keeping your information safe

We take looking after your information very seriously. We've implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and offline, from improper access, use, alteration, destruction and loss.

## How long we hold your information for

We only keep it for as long as it is reasonable and necessary. Camera footage will be automatically destroyed after 30 days.

## Your rights

Under the GDPR and the Data Protection Act 2018, you have various rights in respect of the personal information we hold about you – these are set out in more detail below. If you wish to exercise any of these rights or make a complaint, you can do so by contacting us at 7 Balfour Court, Leyland, PR25 2TF, [admin@lancashiremind.org.uk](mailto:admin@lancashiremind.org.uk) 01257 231 660.

You can also make a complaint to the data protection supervisory authority, the Information Commissioner's Office, <https://ico.org.uk>, Tel: 0303 123 1113.

- Right to be informed about how we use your personal data.
- Access to a copy of your personal information.
- Right to object to the use of your data.
- Withdraw your consent where this is applicable to using personal data.
- Rectification or correction of the data we hold about you.
- Right to have your personal data erased.
- Right to ask for your personal data to be transferred to another organisation.
- Restrict the use of personal data.
- No automated decision making: Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. We do not currently carry out any automated decision-making.

Please note, some of these rights only apply in certain circumstances, and we may not be able to fulfil every request.

This policy was created on 28<sup>th</sup> May 2025 and was updated on 9<sup>th</sup> April 2026.