



Digital Evidence Management System (DEMS) Privacy Notice

Who is responsible for how your information is handled?

The police force investigating your crime will be responsible for the secure and lawful handling of media footage that you submit to us via the Digital Evidence Management System (DEMS) Community Portal. We will do so in compliance with the requirements of the Data Protection Act 2018 and the statutory Management of Police Information guidance. We will be assisted by NICE Investigate who supply, support and secure the DEMS on our behalf however the use of the information within DEMS is managed by the respective police force investigating your report.

What information do we collect?

Registration of your personal details with NICE Investigate is entirely voluntary. Any initial and all subsequent requests from the police to provide evidence are also voluntary and you may refuse a request to provide evidence at any time.

If you have registered the details of your cameras within the Community Portal of NICE DEMS we will rely on you to keep those details and the locations of any cameras up to date. Any necessary updates can be made by you via access of your personal account within the Community Portal.

If media footage provided by you is used in a criminal prosecution it will be shared with other criminal justice agencies who will be responsible for any copies of the information they receive. You may be required to attend court to give evidence as to your particular involvement in any evidence that you produce to the police. If you have any concerns around this, you should speak to the police officer or police staff that is dealing with the case before you submit any evidence or relevant material.

Information that might be collected and retained by the police includes but is not limited to:

- Contact details
- IP address
- Other information in relation to the material you have provided

How do we keep your personal information safe?



The police service takes the security of all personal information under its control very seriously. We will comply with the relevant parts of the legislation relating to security, and seek to comply with the [College of Policing Information Assurance authorised practice](#), and relevant parts of the ISO27001 Information Security Standard.

We will ensure that appropriate policy, training, technical and procedural measures are in place. These will include, but are not limited to, ensuring our buildings are secure and protected by adequate physical means. The areas restricted to our police officers and staff are only accessible by those holding the appropriate identification, and having legitimate reasons for entry. We carry out audits of our buildings security to ensure they are secure. Our standard operating procedures and policies make clear what use may be made of any personal information contained within them. Our systems meet appropriate industry and government security standards.

How we use your information and our lawful basis for doing so:

CCTV and relevant material provided by businesses or citizens to the police will be used by the police in their investigation of a crime and its suitability will be considered, as evidence, for any future prosecution. Any evidence that is submitted to the police should always be in relation to the particular incident that is under investigation. It does not provide a means of submitting evidence in relation to an incident that has not yet been reported to the police.

Where media footage is used as evidence in a criminal prosecution it will be redacted, where appropriate, so that the relevant parts are shared with criminal justice partners such as: Crown Prosecution Service, Courts, and solicitors or barristers providing legal representation.

The police are collecting, using and sharing personal information for the 'Law Enforcement' purpose under Part 3 of the Data Protection Act 2018 for the following reasons:

- Prevention, investigation detection or prosecution of criminal offences.
- Execution of criminal penalties.
- Safeguarding against and the prevention of threats to public security.

If you have registered the location of your CCTV camera as a business those details will be stored on a register that will be available to other UK police forces using the DEMS provided by NICE Investigate.

This is to make other forces aware of camera locations and possible CCTV that might assist them in the investigation of police incidents. The information we collect for the registration of your camera is as follows:



- Representative's details: name, phone number, address and IP address
- Company details: company name, company address

Who we share information with:

- Crown Prosecution Service and any barristers they may appoint.
- Her Majesties Court and Tribunal Service.
- Lawyers or barristers representing the defendant.
- Other police forces or law enforcement agencies where necessary for assisting in investigations.
- Expert Witnesses appointed by either the prosecution or defence for the purposes of providing an expert opinion to the court.
- Other UK police forces using DEMS will have visibility of the location and owners of all cameras registered on DEMS.

Deleting your information:

Where you have registered the location of your business CCTV camera your registration details will be stored within NICE DEMS until you decide you no longer wish to remain registered. Should you wish to terminate your registration you can do so by contacting:

demssupport@thamesvalley.pnn.police.uk

The material you submitted in relation to the investigation of a crime will be retained in line with the statutory guidance on the Management of Police Information: [College of Policing guidance of the Management of Police Information](#) and the [Criminal Procedures and Investigations Act \(CPIA\) Code of Practice](#).

The police also retain the right to delete accounts at their own discretion. This will usually occur when accounts are not being used for their intended purpose.

Automated decision making:



The police will not use automated decision making in the management of any media footage submitted or further used as evidence.

Transferring your data outside of the UK:

Media footage and details of registered business CCTV cameras ingested into DEMS will be digitally stored in the UK. They will not be transferred outside the UK or the European Economic Union unless in exceptional circumstances where it is necessary to investigate or prosecute a serious crime committed abroad. In such a situation appropriate checks and measures are in place to safeguard individual's information rights.

Your information rights:

Under the UK Data Protection Act 2018 you are entitled to the following data / information rights:

1. The right to be informed about how the organisation processing your personal information will use it. This information is being provided to you via this Privacy Notice.
2. The right of access to confirmation that your personal information is being processed, access to a copy of your personal data, and other supplementary information. Unless your request is excessive or manifestly unfounded your request will usually be processed free of charge and within 1 month.
3. The right to have your personal information rectified if it is inaccurate or incomplete.
4. The right to ask for the erasure of your personal information.
5. The right to restrict the processing of your personal information in the following circumstances:
 - You contest the accuracy of the personal information.
 - Where you have objected to the processing and your objection is being considered.
 - Where the processing is unlawful but you do not want the data to be erased.
 - Where the personal data is no longer needed but you want it to be retained for the purpose of establishing / exercising / defending a legal claim.
6. Rights in relation to automated decision making and profiling so that you can:
 - Obtain human intervention.
 - Express your point of view.
 - Obtain an explanation of the decision and challenge it.



Some of these rights may be lawfully restricted where not doing so would obstruct or prejudice the prevention, detection, investigation or prosecution of criminal offences or the execution of criminal penalties.

If you wish to exercise any of your information rights as explained above please contact the above email address and you requested will be directed to correct police force or department.

If you have a query or complaint about how your personal data is being used or how your data rights are being upheld you can contact the relevant force's Data Protection Officer. Contact details will be available on each forces main Privacy Notice which can be found on each forces internet site.

You also have the right to complain to The Information Commissioner who is the independent Authority responsible within the UK for ensuring we comply with data protection legislation:

The Information Commissioner's Office
Wycliffe House
Wilmslow
Cheshire
SK9 5AF
Telephone: [0303 123 1113](tel:03031231113)
Email: casework@ico.org.uk