



CCTV PRIVACY NOTICE TO CUSTOMERS

We monitor all our trading premises using CCTV for the purpose of crime prevention and prosecution of offenders, to identify accidents and incidents, as well as emergency situations. We may also use CCTV footage for our own legitimate business purposes, including internal training.

We will retain CCTV footage for no more than 30 days unless the footage is being used to investigate an alleged crime or an incident, in which case it may be retained for up to 2 years following the conclusion of any investigation.

We are processing CCTV data generally without your consent in pursuit of our legitimate interests, to provide such a service and to protect the general interests and well-being of our members, customers and colleagues.

As customers and members of The Midcounties Co-operative, **you have the right**, in certain cases, **to request access to CCTV images captured in our trading premises**. You also have **other rights**, subject to certain conditions. Please contact our **Data Protection Manager** (data-protection@midcounties.coop) for further information. You also have the **right to complain to the Supervisory Authority (ICO)** about our data processing activities (<https://ico.org.uk/>).

We share CCTV data with JM Security Systems and Amberstone Security Limited, the companies providing CCTV monitoring services in our sites. JM Security Systems is the trading name of Approved Security Systems Limited, a private limited company registered in England and Wales (company number 06234594). Amberstone Security Limited is a private limited company registered in England and Wales (company number 10259434). We will also share CCTV data with the Police and/or other law enforcement, or governmental entities, as required by law.

The Midcounties Co-operative have **adequate provisions in place to safeguard your privacy**. If you have any concerns in relation to how we store personal data, or require access to CCTV footage, please contact our Data Protection Manager (see contact details above).

The Midcounties Co-operative Limited is a registered society under the Co-operative and Benefits Societies Act 2014, with registration no. 19025R and registered address at Co-operative House, Warwick Technology Park, Warwick CV34 6DA. The Midcounties Co-operative Limited and all its subsidiaries are based in the United Kingdom.