

SONÜ

CCTV Privacy Notice

How SONÜ Clinic uses video surveillance at and around the clinic premises.

Effective date

31 July 2026

Next scheduled review

31 July 2027

Document owner

Clinic Manager / Privacy Lead

Classification

Public-facing

Applies to

Patients, staff, visitors, contractors, passers-by and anyone entering an area covered by the cameras.

Controller details

Dr. Alexander James Limited, trading as SONÜ Clinic
34 Hale Road, Hale, Cheshire, WA14 2EX
contact@sonuclinic.com • 01625 725 737
Company number 11579185 • ICO registration ZB356204

CCTV operates at this premises

The system is used for safety, security, crime prevention and the investigation of incidents. It is not used for facial recognition or biometric identification.

1. Controller and contact

Dr. Alexander James Limited, trading as SONÜ Clinic, controls the CCTV system. Questions and requests should be sent to contact@sonuclinic.com or the Privacy Lead at 34 Hale Road, Hale, Cheshire, WA14 2EX.

2. Why CCTV is used

- protect patients, staff, visitors and contractors;
- deter, detect and investigate crime, antisocial behaviour, harassment, unauthorised access and property damage;
- support the investigation of accidents, safety concerns, disputes and complaints;
- protect clinic assets, medicines, equipment and confidential information; and
- provide relevant evidence to insurers, police, courts or professional advisers where justified.

The lawful basis is the clinic's legitimate interests in safety and security and, where relevant, the establishment, exercise or defence of legal claims. Consent is not relied upon because people cannot realistically choose whether to be captured when entering a monitored area.

3. System operation

Feature	SONÜ Clinic position
System	UniFi Protect video surveillance.
Storage	Footage is stored locally on restricted clinic equipment.
Audio	The CCTV system is not used to routinely record conversations.
Facial recognition	Not used. No biometric watchlists or automated identification are operated.
Live monitoring	Not routinely staffed continuously; authorised staff may view live or recorded footage when necessary.
Camera positioning	Cameras are positioned to cover the clinic, access points and relevant immediate external areas while avoiding unnecessary intrusion as far as reasonably practicable.
Access	Limited to authorised personnel with a genuine operational need.

4. Retention

Routine footage is retained for up to 90 days on a rolling basis and then overwritten or deleted. Footage may be isolated and retained for longer where it relates to an incident, police request, complaint, insurance matter, employment matter or legal proceeding. Isolated footage is reviewed and deleted when no longer required.

5. Disclosure

Footage is not disclosed casually. It may be shared with:

- the police or another law-enforcement body where a lawful and proportionate request is made;
- insurers, solicitors, courts or professional advisers for an incident or claim;
- a person whose rights request covers footage, subject to identity checks, third-party privacy and lawful exemptions;
- staff responsible for security, complaints or disciplinary investigations; and
- UniFi or an IT support provider only where necessary for system support and subject to access controls.

6. Access requests and rights

A person can request footage containing their image. The request should give the date, approximate time, location, description and any other information that helps locate the footage. Because footage is overwritten after 90 days, requests should be made promptly.

The clinic may need to blur or withhold images of other people, and a request does not create a right to obtain footage that would prejudice crime prevention, legal proceedings or the rights of others. Other rights may include objection, restriction and complaint, depending on the circumstances.

7. Security and review

- Use strong unique passwords and multi-factor authentication where available.
- Keep recording equipment in a restricted area.
- Do not use shared administrator credentials where individual accounts are available.
- Keep access logs where supported and investigate unusual access.
- Review camera fields of view at least annually and after building or landscaping changes.
- Review the 90-day retention period annually and document why it remains proportionate.
- Complete a data protection impact assessment before adding audio, facial recognition, extensive public-space monitoring or a materially different purpose.

8. Suggested signage wording

CCTV IN OPERATION

Images are recorded for safety, security, crime prevention and incident investigation.

Controller: Dr. Alexander James Limited t/a SONÜ Clinic

Contact: contact@sonuclinic.com • 01625 725 737

Full privacy notice: sonuclinic.com

Entrance signage should be prominent before a person enters the monitored area. Additional signs should be used where the extent of coverage would not otherwise be obvious.

9. Complaints

Raise a CCTV or data-protection complaint through contact@sonuclinic.com. We acknowledge data-protection complaints within 30 days, investigate without undue delay and communicate the outcome. You may also complain to the ICO.

Legal framework and guidance

This document has been prepared with reference to the following legislation and official guidance, as available on the effective date:

- [ICO: Video surveillance guidance](#)
- [ICO: Checklist for limited CCTV systems](#)
- [ICO: CCTV for your organisation](#)