



Every Member of the Scheme without exception, including officers and Board of Management, must certify against this document. If your Scheme provides paper-based documentation, new Members must sign two copies, one for retention by the member and the other by the Scheme.

Norwich City Centre Exclusion Scheme

RULES AND PROTOCOLS

This document, the *Rules & Protocols of Norwich City Centre Exclusion Scheme* (the 'Scheme') describes the obligations of Members of the Scheme.

Before becoming a Member of the Scheme, and before accessing any Scheme data, all prospective Members must certify that they have read, understood, and agreed to abide by this document. Access to the Scheme's data will not be given to any Member who does not first certify that they have read, understood, and agreed to abide by this document.

This document is always available to view or download from the Scheme's Members-only Website/App.

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Name, address and contact information of the Scheme:

Norwich Business Improvement District (BID)
Norwich BID Offices, Millennium Plain, Norwich, Norfolk, NR2 1TF
T: 01603 559570
E: alert@norwichbid.co.uk – Nick Smith, Head of Operations

The Scheme's Members-only Website and App (*the Scheme's Website/App*):

The Scheme's Website web-address or URL is: <https://www.disc-net.org/norwichbid>

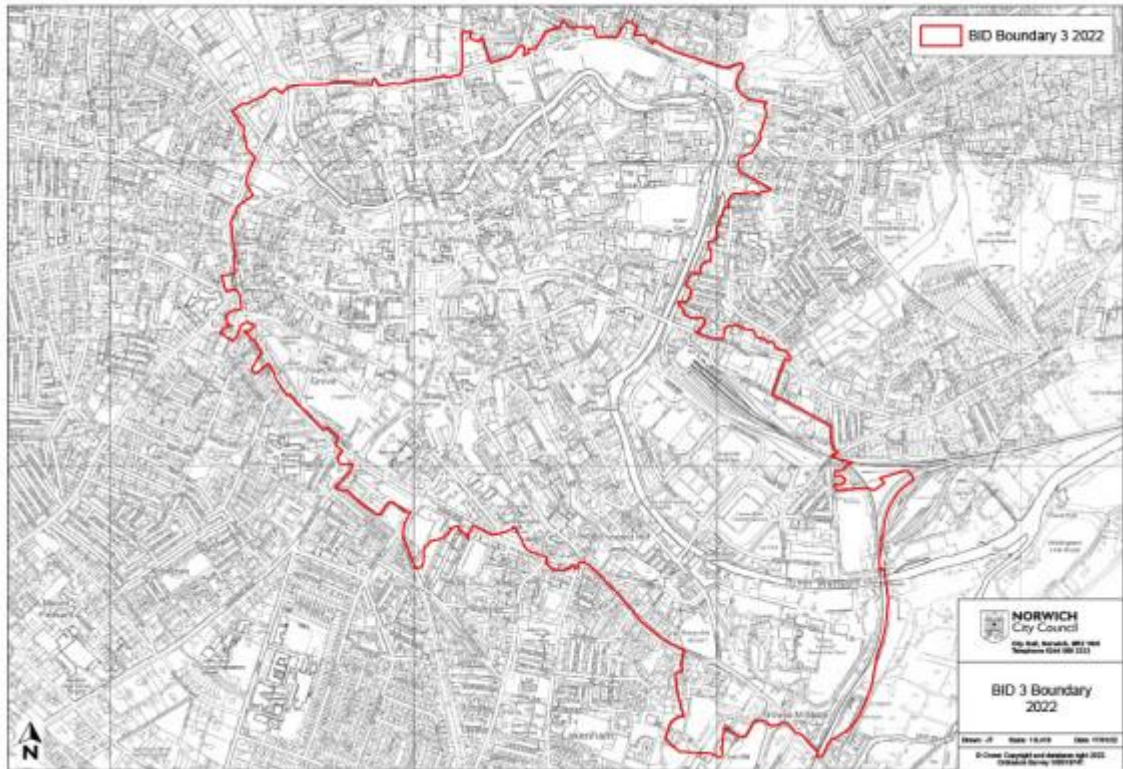
The Scheme's App can be downloaded from the AppStore and Google Playstore etc, but can only be activated by Scheme Members. Search for Littoralis Disc



Scheme Area

The Scheme Area covers the current BID boundary and is depicted below:

More information on specific covering and postcodes can be found at <https://norwichbid.co.uk/about-us/>. Businesses outside of the BID boundary may also participate in the scheme provided they are members of the Partnership.





Members' obligations under current Data Protection law

The Scheme captures, processes and shares amongst its Members 'Personal Data' relating to persons reported to the Scheme. Use of this data is carefully regulated by current Data Protection law. To ensure compliance with the law, Members are obliged:

1. to keep all information received through the Scheme confidential and, save as otherwise permitted, not to disclose it to any third party, either directly or indirectly, unless required to do so by law or by the order or ruling of a Court or Tribunal or regulatory body;
2. not to print any Personal Data from the Scheme's website/App;
3. not to copy any Personal Data from the Scheme's website/App into any other system;
4. to submit Incident Reports on persons by using the secure online facilities available through the Scheme's Website/App;
5. to ensure that information on the Scheme's Website/App is only accessed by or disclosed to other Members of the Scheme;
6. to ensure that appropriate security measures are employed to prevent unauthorised access to, or alteration, disclosure or destruction of Personal Data provided through the Scheme Website/App;
7. to allow the Scheme to audit each Member's compliance with the above obligations;
8. to ensure that, where relevant, the Member's employer organisation is compliant with current Data Protection law including registration with the Information Commissioner's Office and designation of an internal Data Controller.

Members' participation in the Scheme's Website/App

When a Member observes a person in a criminal or anti-social act, or acting in a suspicious manner, the Member must submit an Incident Report through the Scheme Website/App about the event as follows:

1. where the person is displayed on the Scheme Website/App, to make Incident Reports from the appropriate person's Incident Report form displayed on the person's webpage or App screen;
2. where the person is not displayed on the Scheme Website/App, to use the appropriate Incident Report form on the Scheme Website/App and to provide the name and as much personal information about the person as required and to indicate on the Incident Report if the person is known to the Member.

Exclusion Scheme

Targeted Persons

The Scheme may display names and/or images of 'Targeted Persons' on the Scheme's Website/App. These persons have either been subject to a single Incident Report for criminal or anti-social behaviour by Members or their personal information has been supplied to the Scheme by an authorised Partner (e.g. police) for sharing with Members. These persons are not excluded from Members' premises.

The purpose of displaying Targeted Persons on the Scheme Website is to:

- ensure that such persons are aware that the Scheme knows their identity, and thus to encourage them to desist in any further criminal or anti-social behavior in the Scheme Area
- enable Members to be aware of, and easily identify, persons who are or have been recently active in low-level crime and/or anti-social behaviour and, where necessary, submit Incident Report(s) about relevant behaviour.

Unless a Targeted Person becomes subject to an Exclusion Notice (see *below*) their Personal Data will be withdrawn from display on the Scheme Website/App after 3m, 6m, 9m or 12m, subject to the type and frequency of offences recorded across the city. The Data Controller may extend this period for a further 6 to 12 months and must record a rationale for this extension and note it on the Targeted Person's file in DISC.

Excluded Persons

The Scheme may maintain one or more lists or galleries of Excluded Persons.

Excluded Persons

1. If a person has been subject to a total of 3 Incident Reports or more, submitted by more than one Member, the Scheme will serve an Exclusion Notice on this person, thus designating them as an Excluded Person who is



excluded from the premises of participating Members of the Day-time Scheme. Norfolk Constabulary will issue a Community Protection Notice Warning letter to the person, which will be valid for a period of 6 months.

2. The length of exclusion is 3m, 6m, 9m or 12m, subject to the type and frequency of offences recorded across the city. This will become effective from the date of an exclusion notice being issued to the individual and/or logging of the exclusion notice on the DISC site (in the form of an Incident/Intelligence Report).
3. Once an exclusion notice is issued, any further incidents, when evidenced with CCTV and a Member's MG11 statement to Police, are reportable offences and follow a process set out by Norfolk Constabulary, in partnership with the Exclusion Scheme Board (see *additional information*, page 6). This may lead to court appearances, and ultimately, imprisonment.
4. As soon as an Excluded Person completes their period of exclusion, all Personal Data will be removed from the Website/App. If the Administrator believes there is justification for retaining it as a Targeted Person (see 'Targeted Persons' above) their information will be managed accordingly and the Data Controller must record a rationale for this extension and note it on the Targeted Person's file in DISC.

Irrevocable Deletion of Personal Data

All Personal Data pertaining to any person will be entirely erased from the Scheme's database 12 months after either the last expiry date of any applicable exclusion scheme or the last incident reported relating to the said person, whichever is the latest.

Relevant anonymized (previously Personal) Data will be retained only for historical statistical analysis.

Sharing Personal Data

The Scheme may share Personal Data of a person only:

1. where the receiving Scheme complies with Good Practice to a level comparable with that defined in this document;
2. where the receiving Scheme shares the same or similar Common Purpose as the Scheme;
3. where Personal Data to be shared is not subject to restrictions of use which preclude such sharing;
4. where the receiving Scheme notes and retains a rationale justifying the acquisition of the Personal Data (for example, that the person is likely to travel to the receiving Scheme area).

Subject to agreement of the Board of Management of the Scheme, the Scheme may share Personal Data stored in its database with suitably authorised third-party organisations such as police, other Scheme Administrators etc.

Ownership and rights of use of images

When a Member submits an image of a person to the Scheme either through the Website/App or through any other method, the Member grants the Scheme full use of the image in accordance with this document, confirms that the image has been obtained in compliance with current Data Protection law and the CCTV Code of Practice, and asserts their ownership of the image, and right to grant usage of it by the Scheme.

In the case of unidentified images of persons, the submitting Member grants the Scheme unlimited rights to share the image with other Schemes and authorised third parties for identifying the person displayed.

Data Subject Access Requests

Persons may request access to all and any of their person data processed by the Scheme by means of a Subject Access Request and require correction of any data that the persons can show to be incorrect; information on how to submit Subject Access Requests is included in the Scheme's Privacy Notice which is supplied to all persons where possible or, only where not possible, made as widely accessible and available as possible to them.

Appeals against Exclusion Notices

An Excluded Person may appeal to the Board against their exclusion within 14 days of the date of the notice. This must be either in writing, or through an online method.



The Board will institute a formal appeal process to consider properly submitted appeals.

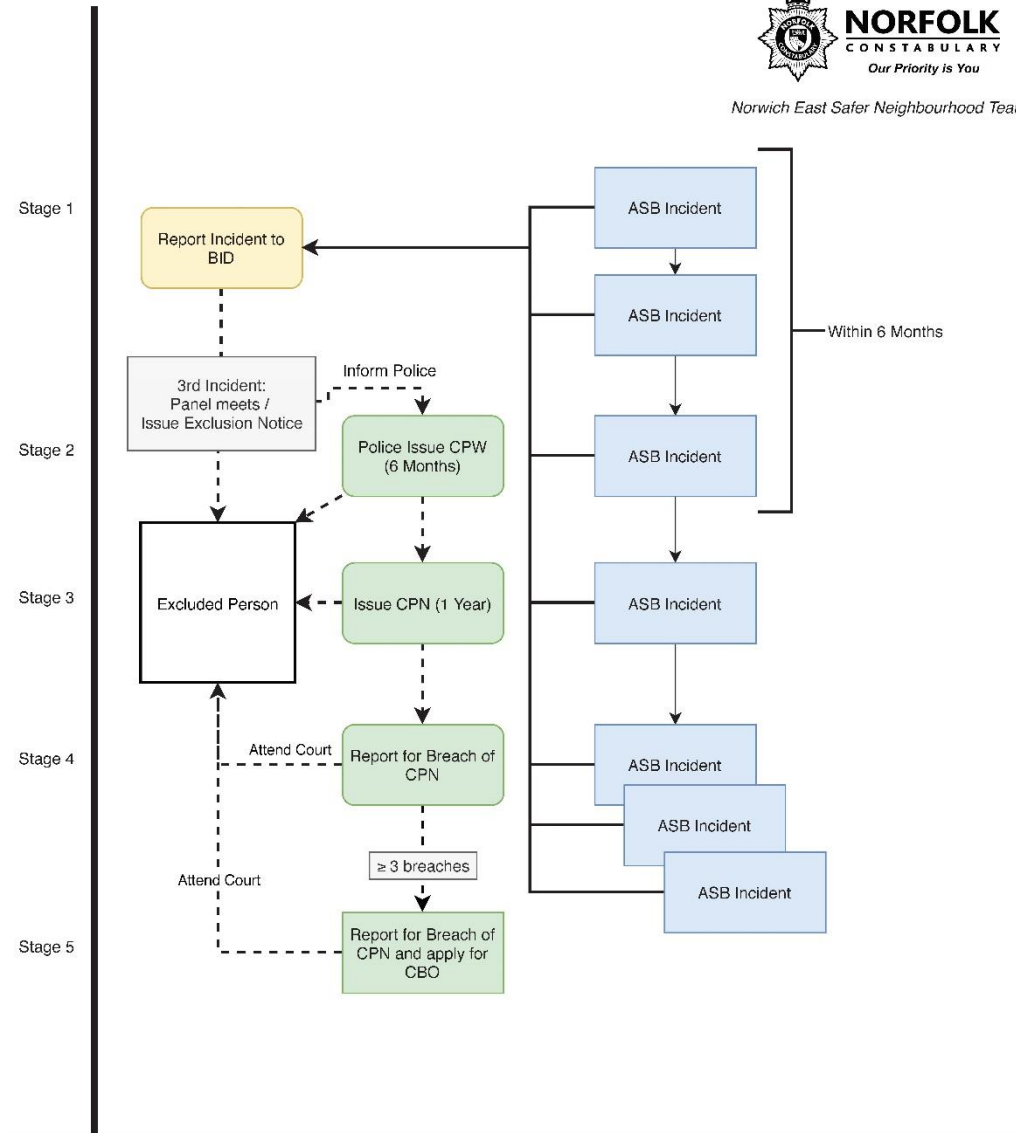
1. appeals will be heard by a committee comprising Members of the Scheme not involved in the original decision to exclude the appellant;
2. the appellant and or a representative/companion may attend the hearing of the appeal;
3. the representations of the appellant and any fresh evidence will be considered by the committee who shall inform the appellant of their decision in writing either at the time of the appeal or soon after;
4. a written record of the hearing will be retained.

Members must be willing to participate in the appeals process, subject to their availability.

Other obligations

In addition to the above obligations, Members are obliged to:

1. maintain their contact information on the Scheme Website/App and ensure that it is correct;
2. refer any formal complaint by a person displayed on the Website/App regarding any element in the Website/App or administrative processes or procedures to the Scheme Administrator via the Website/App;
3. be aware that all data accessible on the Scheme Website/App is the property of the Scheme except where otherwise stated.
4. The process of excluding an individual follows a '3-strike' approach, followed by a similar '3-strike' approach that is operated by Norfolk Constabulary. Please see below for the process of exclusion, arrest and potential imprisonment of a persistent offender



Exclusion from BID Network Escalation

04/08/2020 - Version 1

08/10/2020 - Version 2 : modified "reporting to police" procedure and added exclusion panel

Note: applicable for those 16 years or above