

Date	Uniform Reference	Data Controller	Request Successful (Y/N)	Reason for failure	Requested by	Notes
22.11.2012	2012/14009/TDA/EH		N	Footage requested on a Thursday. Technician unable to download was at at conference. Told to come back on Monday and driver had worked over the weekend resulting in footage being over-written.		
30.11.2012	2012/13959/TDN/EH		N	No footage recorded. Device is ignition activated and DC assume ignition was off as they could pull footage either side of requested time.		
17.12.2012	2012/15177/TDN/EH		N	Records 64 hours.		
03.01.2013	2012/15240/TDI/EH		N	Complaint made 17 December. Officer annual leave meant CCTV not requested until 03 January. DC (also driver concerned) stated that his device only records for 2 hours and then over-writes itself so he could not have retrieved it in any case.		
09.01.2013	2013/00264/TDY/EH		Y	Incident happened 05 January. Request 9th January. Driver did not respond to requests to take his vehicle for retrieval until 04.02 at which time retrieval was still successful.		
31.01.2013	2013/01000/TDFL/EH		N	Incident happened 17 January. Complaint made 18.01. Data had been overwritten in the 12 days between.		
13.02.2013	2013/01692/TDN/EH		N	No footage available. Overwritten. Incident reported 04.02.2013. Officer annual leave.		
15.02.2013	2013/02222/TDN/EH		N	Device not on (was not compulsory at the time)		

22.02.2013	2013/02543/TDN/EH		N	Failure of device. DC controller confirmed that device had been faulty and never worked since installation. Vehicle was suspended for four days as a result until DC could install new device.		
25.02.2013	2013/02637/TDN/EH		N	Device switched off		
06.03.2013	2013/03058/TDYJ/EH		N	Hardware Error		
07.03.2013	2013/02273/TDN/EH		N	DC advised all devices have 31 days storage. Request made within this period but footage unavailable due to hardware failure. Unit was replaced.		
19.03.2013	2013/03519/TOI/EH		Y	Prosecution pending. 2 days after incident.		
26.03.2013	2013/03791/TDN/EH		N	Requested 3 days after incident occurred. Driver delayed 2 days and the footage had been over-written. Owner confirmed he has CCTV running 24/7 for insurance purposes and will look into a bigger hard-drive to take this into account.		
28.03.2013	2013/03519/TOI/EH		Y	Further request for more footage of same incident. Requested 9 days after first request and 11 days after incident.		
21.03.2013	2013/03597/TDN/EH		N	Despite driver testimony that he was working, DC confirm that no footage was available and conclude that device must have been switched off. Confirmed device was working properly and not malfunctioning.		
28.03.2013	2013/03542/TDFL/EH		N	Data controller is owner who had failed to register with ICO in the month between licensing and retrieval request. Owner did not know how to access the information on the hard-drive in order to provide it.		
12.04.2013	2013/05293/TDN/EH		Y			Advice given to driver
30.04.2013	2013/		Y			Driver given simple caution.

07.05.2013	2013/05861/TOH/EH		N	Incident happened 19.04 and investigated immediately. Request made later as was not deemed needed initially. Footage over-written.		
21.05.2013	2013/06857/TDFL/EH		N	No footage available. Driver claims that was told by DC that device never worked since installation and it was replaced accordingly. They have avoided confirming the reason for failure to us directly to date.		
13.06.2013	2013/07518/TON/EH		N	No footage available at the time of the incident		He has now stated that he has bought and installed a bigger memory for the unit
25.06.2013	2013/08576/TDN/EH		N	Device records for 4 hours		Request made next day after incident but still unsuccessful.
18.07.2013	2013/09128/TDN/EH		Y			
31.07.2013	2013/10185/TDV/EH		N	Device utilised historical software and card that was non-compatible with retrieval.		
01.08.2013	2013/10566/TDN/EH		N	No footage available		
09.09.2013	2013/12183/TDFL/EL		N	fault with hardware		now rectified
2013/	2013/13045/TDN/EH		N	Hardware Error		Incident happened 27.09. Complaint made 30.09. CCTV requested 08.10. Working patterns.
11.10.2013	2013/12909/TDV/EH		N	Delay in response and getting owner to arrange for driver to take vehicle to Data Controller. After many delays turns out there was confusion over who was the DC - Radio Relay not Cab Care. Now (05/11) too late to find footage from 27/09.	JE	Incident 24/09. Complaint rcvd 24/09 letter to comp 27/09 requiring more info to identify vehicle. Response rcvd 09/10. Requested CCTV 11/10 & 15/10 requested Owner present vehicle 16/10. 23/10 Owner said xxx was busy when he called & would call him back when he had a slot still awaiting call. Turns out is xxx!!
23.10.2013	2013/14055/TDV/EH		N	Hardware Error		Incident occurred 20.10. Footage requested 23.10.
23.10.2013	2013	2013	N	Hardware Failure		Incident 21.10.2013. Comp received same day. No response from xxx until 31.10.2013.
25.10.2013	2013/14129/TDO/EH		Y		JE	25.10 - Requested from xxx @ xxx. Msg left with owner/driver. 05/11- xxx did not access whilst on leave, drivers number out of date. Today spoke to driver & xxx at xxx to arrange download.
05.11.2013	2013/14361/TDN/EH		N	1GB Memory Card - Overwritten		Was rerecorded over due to lack of memory
06.11.2013	2013/14476/TDN/EH		Y	N/A	JE	Driver shown to be brusque but not aggressive or rude. Did not throw bags out or drive at customer.
22.11.13	2013/14890/TDFL/EH		N	Hardware Failure	JE	Alleged flipping
03.12.13	2013/15441/TDFL/EH		N	CCTV unit switched off	JE	Alleged flipping
10.01.14	2014/00259/TDN/EH		N	Report received 9 days after incident and hard drive had insufficient memory to make a retrieval possible	JE	Alleged racial abuse