

Closed-circuit television (CCTV) — Management and operation — Code of practice

ICS 13.310; 13.320; 33.160.40

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The preparation of this British Standard was entrusted by Technical Committee GW/3, Manned security systems, to Subcommittee GW/3/-/1, Operation of CCTV systems, upon which the following bodies were represented:

- Association of British Insurers
- Association of Security Consultants
- British Retail Consortium
- British Security Industry Association
- British Telecommunications Plc
- Ex-Police in Industry and Commerce
- Home Office
- Inspectorate of the Security Industry
- International Professional Security Association
- Metropolitan Police
- Security Industry Training Organization

The following bodies were also represented in the drafting of the standard, through subcommittees and panels:

- Association of Chief Police Officers of England, Wales and Northern Ireland
- Association of Security Consultants
- CCTV Users Group
- Inspectorate of the Security Industry
- International Professional Security Association
- Local Government Association
- National Approval Council for Security Systems
- The Data Protection Registrar

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Foreword

This British Standard has been prepared by Technical Subcommittee GW/3/-/1, Operation of CCTV Systems, and gives recommendations for the management and operation of closed-circuit television (CCTV) systems.

As a code of practice, this British Standard takes the form of guidance and recommendations. It should not be quoted as if it were a specification and particular care should be taken to ensure that claims of compliance are not misleading.

A British Standard does not purport to include all the necessary provisions of a contract. Users of British Standards are responsible for their correct application.

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Summary of pages

This document comprises a front cover, an inside front cover, pages i and ii, pages 1 to 13 and a back cover.

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Introduction

All closed circuit television (CCTV) schemes that receive, hold or process data about a known person are obliged to conform to certain legislation, most importantly the Data Protection Act, 1998 (DPA) [1] and the Human Rights Act, 1998 (HRA) [2]. This code of practice is designed to supplement that legislation in a model code that ensures fairness, purpose and accountability.

Irrespective of the ownership, this code covers CCTV systems used in areas where the public would have a "right to visit". These include, but are not limited to:

- a place that is in private ownership, but where the public perceive no boundary;
- a place where a public service is offered;
- public footpaths, roads, bridleways, etc;
- educational establishments, hospitals;
- sports grounds, supermarkets, housing areas.

This code aims to provide good practice to assist owners in obtaining reliable information that may be used as evidence. Whilst some schemes may not need to meet the DPA [1] criteria, compliance with the code of practice is strongly recommended, particularly where schemes include an element of observation of the public.

The clauses in this code on the management of data, etc. are applicable to the storage of recorded images/data from CCTV systems designed to operate normally in observation mode, e.g. garages, small shops, private businesses, private transport.

1 Scope

This code of practice gives recommendations for the operation and management of CCTV within a controlled environment, where data that may be offered as evidence is received, stored, reviewed or analysed.

For control rooms whose operation falls within the scope of BS 7499 or BS 5979 all the security requirements, both physical and procedural, of the relevant British Standard remain applicable.

This code of practice is applicable to CCTV schemes used in public places, that is areas where the public are encouraged to enter or have a right to visit, such as town centres, shopping malls, public transport, health, etc. and schemes that overlook a public place, such as traffic monitoring schemes, and schemes when a camera view adjoins a public place. The code also provides good practice for all other CCTV schemes.

2 Normative references

The following normative documents contain provisions, which, through reference in this text, constitute provisions of this British Standard. For dated references, subsequent amendments to, or revisions of, any of these publications do not apply. For undated references, the latest edition of the publication referred to applies.

BS 5979, *Code of practice for remote centres for alarm systems*.

BS 7499:1998, *Code of practice for static guarding, mobile patrol and keyholding services*.

BS 7858, *Code of practice for security screening of personnel employed in a security environment*.

PD 0008:1996, *Code of practice for legal admissibility and evidential weight of information stored electronically*.

3 Terms and definitions

For the purposes of this British Standard the terms and definitions given in BS 7499:1998 and BS 5979 apply, together with the following.

3.1

CCTV control room

area in a building where CCTV data is monitored, retrieved and analysed

3.2

CCTV scheme

totality of arrangements for closed circuit television in a locality including, but not limited to, the technological system, staff and operational procedures

NOTE A whole system is not limited to equipment sited at one locality. It may include systems that use dial-in dial-out, remote transmission or decentralized control.

3.3

observation mode

mode of operation of a CCTV system, whereby monitoring is carried out live, the sole purpose of which is to observe an operation in real time and not to record, hold in memory, or print the information received

3.4

retrieval system

CCTV system having the capability, in any medium, of effectively capturing data that can later be retrieved, viewed or processed

3.5

CCTV system

surveillance items comprising cameras and associated equipment for monitoring, transmission and controlling purposes, for use in a defined security zone

3.6

distributed system

subsystem, any part of which may be linked temporarily or permanently for remote monitoring within the CCTV system

3.7**data**

all information, including that about a person

NOTE In CCTV systems, this includes pictures, sound and any other associated, linked or processed information.

3.8**incident**

activity that raises cause for concern that an offence has been, is being or is about to be, committed, or that an occurrence has taken place warranting specific action by an operator

3.9**owner**

legal person or entity, agency or individual designated as having overall responsibility for the formulation and implementation of the policies, purposes and control of a CCTV scheme

NOTE The role of owner also includes all statutory responsibilities, including the role of “data controller”, as prescribed by DPA, 1998, section 1, subsection 1 [1]. The owner may be a partnership, provided it has a formal constitution.

3.10**manager**

person or persons designated and trained as having direct responsibility for the implementation of the policies, purposes and methods of control of a CCTV scheme, as defined by the owner of the scheme

NOTE This may include the role and responsibilities of “data controller” (see note to 3.9).

3.11**supervisor**

person specifically designated, trained and authorized by the owner of a scheme to ensure that at all times the system is operated in accordance with the code of practice and any procedural instruction issued by the owner or manager

NOTE This may include the role and responsibilities of “data controller” (see note to 3.9).

3.12**operator**

person specifically designated and authorized by the owner of a CCTV system to carry out the physical operation of controlling that system

NOTE This may include the role and responsibilities of “data controller” (see note to 3.9).

3.13**recording material**

any medium that has the capacity to store data and from which data can later be recalled irrespective of time

3.14**recorded material**

any data recorded on any medium that has the capacity to store data and from which data can later be recalled irrespective of time

3.15**hard copy print**

paper copy of an image or images, which already exist on recorded material

4 Principles and management of the CCTV scheme

4.1 Objectives

The objectives of a CCTV scheme should be documented in writing, clearly indicating both valid and excluded uses.

Every reasonable effort should be made to ensure data is accurate and sufficient for the objectives, and that it is not held for longer than necessary. Data that is to be destroyed should be destroyed under controlled operation.

4.2 Policy

The CCTV scheme should have a written policy statement. This should identify the owners and details of how they may be contacted. Clearly visible signs should be placed identifying areas where a CCTV system is operating.

The purpose and extent of any scheme, along with any changes or revisions to the policy, should be defined.

NOTE 1 Many CCTV schemes have developed ancillary public information outputs that do not relate directly to an individual. The extended use of such schemes is aimed at improving public information and confidence and does not compromise non-disclosure. The following are some examples:

- availability of car parking relayed to local radio or the internet;
- traffic congestion reports, local radio, phone-in or answer service;
- public awareness, crime watch (vulnerable areas monitored more actively to allay public concern about safety and enable a swift response to incidents).

The purpose of the scheme should be appropriate, that is the material (data) should be relevant and the owner should have reasonable cause to hold the data.

NOTE 2 Recording sound in a public place where a conversation may be private may not be appropriate.

Members of the public or contracted customers should be able to obtain on request certain details of any scheme, including:

- the name and official address of the owner of the scheme;
- a contact point;
- the objectives and policy of the scheme;
- how to make a complaint.

