

BS 7958:2009



BSI Standards Publication

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

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Summary of pages

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Foreword

Publishing information

This British Standard is published by BSI and came into effect on 30 September 2009. It was prepared by Technical Committee GW/3, *Manned security services*. A list of organizations represented on this committee can be obtained on request to its secretary.

Supersession

This British Standard supersedes BS 7958:2005, which is withdrawn.

Information about this document

This is a full revision of the standard, which has been updated to reflect current good practice.

Use of this document

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.

All operators monitoring for traffic offences, who are employed by organizations providing the service under contract, where the core activity is security, hold the Security Industry Authority CCTV (Public Space Surveillance) Operator Licence prior to being deployed in contractual security work.

Any user claiming compliance with this British Standard is expected to be able to justify any course of action that deviates from its recommendations.

Presentational conventions

The provisions in this standard are presented in roman (i.e. upright) type. Its recommendations are expressed in sentences in which the principal auxiliary verb is "should".

Commentary, explanation and general informative material is presented in smaller italic type, and does not constitute a normative element.

The word "should" is used to express recommendations of this standard. The word "may" is used in the text to express permissibility, e.g. as an alternative to the primary recommendation of the clause. The word "can" is used to express possibility, e.g. a consequence of an action or an event.

Notes and commentaries are provided throughout the text of this standard. Notes give references and additional information that are important but do not form part of the recommendations. Commentaries give background information.

Contractual and legal considerations

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

Compliance with a British Standard cannot confer immunity from legal obligations.

Introduction

Closed circuit television (CCTV) schemes that process data about a known person are obliged to conform to certain legislation, most importantly the Data Protection Act 1998 (DPA) [1], the Human Rights Act 1998 (HRA) [2] and the Freedom of Information Act 2000 [3]. This British Standard is designed to supplement that legislation in a model code that ensures fairness, purpose and responsibility.

Attention is drawn to the Private Security Industry Act 2001 [4], which contains provisions for regulating the private security industry. A person falling within the definition of providing security industry services under the Private Security Industry Act 2001 [4] is required to be licensed in accordance with that Act.

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

- a) a place that is privately owned, but where the public perceive no boundary;
- b) a place where a public service is offered;
- c) public footpaths, roads, bridle-ways, etc.;
- d) educational establishments and hospitals;
- e) sports grounds, supermarkets and housing areas.

This British Standard aims to provide recommendations on best practice to assist users in obtaining reliable information that can be used as evidence. Whilst some schemes might 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 on the processing of data within this British Standard 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 and private transport.

1 Scope

This British Standard gives recommendations for the operation and management of CCTV within a controlled environment, where data that might be offered as evidence is received, stored, reviewed or analyzed. This standard applies to the monitoring of traffic regulations.

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

This British Standard is applicable to CCTV schemes used in public places such as the following:

- a) areas where the public are encouraged to enter or have a right to visit, such as town centres, shopping malls, public transport, health establishments, etc.;
- b) schemes that overlook a public place, such as traffic monitoring schemes;
- c) private schemes where a camera view includes a partial view of a public place.

This British Standard also provides good practice for all other CCTV schemes.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

BS 5979, *Remote centres receiving signals from fire and security systems – Code of practice*

BS 7499, *Static site guarding and mobile patrol service – Code of practice*

BS 7858, *Security screening of individuals employed in a security environment – Code of practice*

BS EN 15713, *Secure destruction of confidential material – Code of practice*

BIP 0008-1, *Evidential Weight and Legal Admissibility of Information Stored Electronically – Code of Practice for the Implementation of BS 10008*

BIP 0008-2, *Evidential Weight and Legal Admissibility of Information Transferred Electronically – Code of Practice for the Implementation of BS 10008*

BIP 0008-3, *Evidential Weight and Legal Admissibility of Linking Electronic Identity to Documents – Code of Practice for the Implementation of BS 10008*

[10] POLICE SCIENTIFIC DEVELOPMENT BRANCH, *Digital Imaging Procedure – Version 1.0*, London: Home Office, 2002.¹⁾

[11] HOME OFFICE SCIENTIFIC DEVELOPMENT BRANCH, *UK Police Requirements for Digital CCTV Systems*, London: Home Office, 2005.¹⁾

3 Terms and definitions

For the purposes of this British Standard, the following terms and definitions apply.

3.1 CCTV Image Receiving Centre

central location for a CCTV scheme, where live images are monitored in real time and which has processing facilities

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 can include systems that use dial-in dial-out, remote transmission or decentralized control.

3.3 CCTV system

surveillance items comprising camera and associated equipment for monitoring, transmission and controlling purposes

¹⁾ This document is available at
<http://scienceandresearch.homeoffice.gov.uk/hosdb/>.

- 3.4 clean tape**
tape which has been degaussed no more than 12 times, or is new
- 3.5 contractor**
party contracted by the owner to undertake the day-to-day operation of their CCTV scheme, either utilizing the owner's facilities or supplying a full monitoring service
- 3.6 controller**
person designated to monitor control room operations and communications
- 3.7 customer**
individual or body retaining the services of the organization
- 3.8 data**
all information, including that about a person
NOTE In CCTV systems, this includes pictures, sound and any other associated, linked or processed information.
- 3.9 enforcement notice**
notification, issued by the parking enforcement organization, 28 days after a penalty charge notice (PCN) has been issued but has not been paid
NOTE The full fine is paid at this stage unless an appeal has been lodged.
- 3.10 evidential copy**
second copy taken from the master copy with a clear audit trail and offered as evidence
- 3.11 hard copy print**
paper copy of an image or images that already exist on recorded material
- 3.12 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
- 3.13 manager**
person or persons designated and trained as having direct responsibility for the implementation of the policies, objectives and methods of control of a CCTV scheme, as defined by the owner of the scheme
- 3.14 master copy**
CCTV Image Receiving Centre copy of recordings
NOTE 1 Also referred to as the "evidence copy".
NOTE 2 CCTV image receiving centre copy of recordings are usually retained unless seized by the police.
- 3.15 monitoring period**
length of time during which monitoring is carried out as defined by local procedure
- 3.16 notice of rejection**
notification, sent by the parking enforcement organization, to an offender who has appealed, and the appeal has not been upheld
NOTE The notice of rejection explains the reasons for the rejection of the appeal and requests payment.

3.17 observation mode

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

3.18 operator

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

3.19 operator's log

consolidated record, including date and time, for a workstation that also includes details of any events, plus details of activities such as maintenance and use

3.20 organization

sole or principal provider of manned guarding services to a particular customer

3.21 owner

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

NOTE 1 The owner also has responsibility for all statutory responsibilities, including the role of "data controller", as prescribed by Data Protection Act 1998, section 1, subsection 1 [1].

NOTE 2 The owner may be a partnership, provided it has a formal constitution.

3.22 penalty charge notice (PCN)

notification served to the owner, or the person who appears to have been the owner, of the vehicle when the alleged contravention occurred

3.23 process

where information is related to information or data is obtained, recorded or held, the information or data or carrying out any operation or set of operations on the information or data

NOTE Data Protection Act 1998 [1] definition.

3.24 supervised premises

part of a building and/or area to which supervision is afforded by an alarm system

3.25 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

3.26 recording material

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

3.27 recordings

either digital or videotape copy of evidence

3.28 remote centre

location remote from the supervised premises, in which the information concerned with the state of one or more alarm systems is collected either for reporting or for onward transmission

3.29 retrieval system

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

3.30 secure storage

lockable cabinet, container or room located within the CCTV control room or the building which houses the CCTV control room and to which access is restricted to those persons authorized by the owner or supervisor

3.31 supervisor

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

3.32 supplier

individual or company (and the persons employed, including all levels of subcontractor, by that individual or company) that supplies the organization with equipment, material and/or labour which is used in providing the service to the customer

3.33 takeover

transfer of contractual responsibilities from one organization to another

3.34 temporary systems

mobile and remote systems which are part of the main CCTV scheme

3.35 user

person authorized by the owner to operate a CCTV scheme

3.36 working copy

copy of recordings which is used to review potential contraventions

NOTE Also referred to as the "slave copy".

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 that data is accurate and sufficient for the objectives of the scheme, 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

4.2.1 General

The CCTV scheme should have a written policy statement. This statement should include the identity of the owners and detail how they can be contacted.

Clearly visible signs should be placed, identifying areas where a CCTV scheme is operating.

NOTE 1 Attention is drawn to the requirements of the Data Protection Act 1998 [1].

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

NOTE 2 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:

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

The scheme should be set up for one or more defined objectives, the data held should be appropriate for those objectives and the owner should have reasonable cause to hold the data.

NOTE 3 Recording sound in a public place where a conversation might be private might not be appropriate.

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

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

The following policies should also be included:

- 1) a complaints policy;
- 2) a policy relating to the release of information to the public (see 8.2, 8.3 and 8.4). The policy should provide safeguards relating to both the security and integrity of the scheme, whilst allowing the disclosure of recorded material to third parties, who can show legitimate requirements for obtaining this information;
- 3) a policy regarding the release of information to statutory prosecuting bodies.

4.2.2 Policy and scheme review

There should be an annual review. As a minimum, the following aspects should be covered:

- a) whether the objectives statements remain valid;
- b) changes to the scope of the scheme;
- c) contracts with suppliers;
- d) a review of the data protection and legal requirements (see 8.2);
- e) a maintenance schedule and performance test of the CCTV system;
- f) the annual report and statistics (see 4.5);
- g) the election of board members, if appropriate.

4.3 Procedures

4.3.1 General

The administrative procedures to manage a CCTV scheme should be clearly set out. A procedural manual should be written to cover management and reporting functions and be based on the objectives and principles contained within this code of practice (see 4.1 and 4.2). The type of system should be defined (e.g. observation or retrieval). Procedural functions should include:

- a) administration;
- b) staffing;
- c) communication;
- d) documentation;
- e) control room operations;
- f) access and security screening;
- g) data handling;
- h) observation and incident protocol;
- i) maintenance and faults;
- j) examples of standard forms.

Each procedure should clearly identify the following.

- 1) *Documentation*. The procedures by which the objectives and policies are upheld should be defined. These may be in written or electronic format but should be available at all times for reference by staff. The method by which operational procedures are changed should be clearly defined.
- 2) *Responsibilities*. The responsibilities of the owners and/or partners, managers, contractors and staff should be stated. A tiered structure should be defined that maps the operational role for all personnel involved in the scheme. This should include a response recommendation or guidance notes when handling matters relating to law and when working with the public, law enforcement agencies or other agencies. Relevant information on procedures covering investigation, complaints, non-disclosure and disciplinary measures should be included, together with procedures for redress.

To maintain public confidence and ensure continued integrity, the management and operation of a CCTV scheme needs to be publicly accountable, and needs to be seen to be so. Measures to continue the process of reviewing and updating responsibility within the scheme should be in place.

4.3.2 Methods for receiving and viewing data

Information about the methods used for receiving and viewing should be stated, including:

- a) how the data is processed;
- b) details of the security and access arrangements;
- c) the life spans of all data;
- d) details of communication and radio links.

4.3.3 Use of temporary systems within the scheme

Where temporary systems are used within the scheme, the following should be stated, where applicable:

- a) the policy on notification of the use of temporary CCTV systems;
- b) whether the limits of control are dictated by agreement with the police or other agencies.

4.4 Audit

An independent audit should be conducted to monitor the scheme. This should include annual reviews of the scheme's operation and working practices and, where appropriate, recommendations for improvements.

Where schemes operate within the public domain, an independent audit should be conducted before the publication of the annual report. This audit should consider the following:

- a) the level of attainment of objectives and procedures;
- b) random audits of all logs and the release of information;
- c) the review policy;
- d) standard costs for the release or viewing of material.

The complaints procedure should be reviewed, with the following details included:

- 1) the number of complaints received;
- 2) the time taken to acknowledge and respond to complaints;
- 3) the method of receiving and handling complaints;
- 4) the degree of customer satisfaction in handling complaints.

NOTE Further guidance on complaints management systems can be found in BS ISO 10002.

4.5 Annual report

An annual report should be prepared for CCTV schemes monitoring public spaces. This report should be made available to the public.

NOTE It might not be necessary for other CCTV schemes to produce an annual report.

The report should include the following details:

- a) a description of the scheme and the geographical area(s) of operation;
- b) the scheme's policy statement;
- c) the objective and scope of the scheme;
- d) any changes to the operation or management of the CCTV scheme;
- e) any changes that have been made to the policy;
- f) any proposals to expand or reduce the operation of the scheme;
- g) the scheme's aims and objectives for the next 12 months.