

Service Specification

Provide an inclusive CCTV, ANPR, EACS web based online compliance management audit and system assessment service to include;

1. POLICY

Development of policy document and method statements including;

- 1.1.1 Data Controller (The Organisation as ICO Registration) - position/identity & statement of responsibilities
- 1.1.2 Data Controller (Other Party where a Data Sharing Agreement is in place) - position/identity, ICO Registration & Statement of Responsibilities.
- 1.1.3 Data Controller (For the Site/Scheme) - position/identity & statement of responsibilities
- 1.1.4 Auditor - position/identity & statement of responsibilities
- 1.2 Confirmation of registration with the Information Commissioners Office
- 1.3 Purpose of scheme
- 1.4 Location & description of scheme
- 1.5 Data Processor – (If Applicable) position/identity & statement of responsibilities
- 1.6 Maintenance/Fault Reporting Procedures
- 1.7 Camera assessment complete with statement of operational requirement, camera performance and privacy issues.
- 1.8 Location of monitors
- 1.9 Assessment of recording equipment parameters & performance
- 1.10 Disclosure of Images policy
- 1.11 Subject Right of Access policy
- 1.12 Download / Export of Electronic Images policy & record of issued media URN's
- 1.13 Video Prints policy
- 1.14 Voice Recordings policy
- 1.15 Covert Surveillance policy
- 1.16 Security Industry Authority Licensing of service providers staff
- 1.17 Public Information statement of method of availability & Complaints Procedure
- 1.18 CCTV Warning Signs review & recommendations
- 1.19 Control Room Review
- 1.20 Record Keeping recommendations & audit
- 1.21 System Activity
- 1.22 Assessment of Impact on Crime
- 1.23 Data Sharing Agreement (option)
- 1.24 Other Data Processing / Recording Systems
- 1.25 Report prepared by
- 1.26 Summary & KPI
- 1.27 Register of changes to policy
- 1.28 Recommended Additional Cameras Operational Requirements (Optional extra)
- 1.29 Auditor / User Risk Assessment

2. INITIAL AUDIT & ASSESSMENT

- 2.1 Development of policy document as 1 above
- 2.2 Provision & implementation of management records & recording media to be contained in an A4 ring binder of equal or similar specification to VeriFi CCTV Compliance Management & Evidence Download Manual product code ID7/12CD
- 2.3 Carry out on site staff record keeping familiarisation
- 2.4 Provide on demand supply of record keeping & recording consumables
- 2.5 Submit quotation for provision of agreed CCTV signage
- 2.6 Assessment of system efficacy
- 2.7 Audit of system management
- 2.8 Report to include a detailed summary of non- compliances reflected in a Key Performance indicator, a facility for the client to note remedial actions taken and reset the KPI online.

2.9 Removal and certified destruction of any redundant recording media including hard drives in accordance with the clients requirements.

3. SUBSEQUENT ANNUAL AUDIT & ASSESSMENT

- 3.1 Policy review
- 3.2 Review & restock management records & recording media
- 3.3 Staff record keeping familiarisation refresher
- 3.4 Ongoing supply of record keeping & recording consumables
- 3.5 Review CCTV signage and quote for supply of any upgrade or replacements
- 3.6 Assessment of system efficacy
- 3.7 Audit of system management
- 3.8 Submit printable online compliance report as 2.8 / 2.9 above

4. ONLINE PROCEDURES & PROCESSES

- 4.1 Provide Log On to view reports and enable client to manage interactive KPI score
- 4.2 Remedial actions noted by the client will automatically reset KPI score
- 4.3 Upload report to client's compliance management platform if required
- 4.4 Manage Public Information requests via www.datasubject.info
- 4.5 Manage all Subject Access Requests & other correspondence about CCTV on behalf of the client in accordance with DPA requirements to include;
 - 4.5.1 Arrangements to receive requests and provide applicants with application forms together with a statement of processes and procedures
 - 4.5.2 Liaise with the site Data Processor/Building Manager to obtain required copy recording and sanction release to the applicant
 - 4.5.3 Inform the applicant of any reason for not processing the application
 - 4.5.4 Carry out any necessary editing of footage to include redaction of third party images
 - 4.5.5 Subject to sanction by the Data Processor/Building Manager; deliver requested footage to the applicant in the form of a DVD via registered post or courier
- 4.6 Liaise with the client regarding the setting up of Data Sharing Agreements with tenants on demand.