


Category	Facilities and Project Management	Policy Number	SUP-FPM-203	 جامعة زايد ZAYED UNIVERSITY
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PROCEDURES

Surveillance Camera Monitoring System

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A. General

1. The procedures governing the use of closed-circuit television (CCTV) technology in public spaces across the Zayed University campuses are established on the principles of the UK Data Protection Act (DPA) 1998 and are in compliance with local authorities' requirements.
2. Whilst acknowledging that the ZU campuses are not strictly public spaces, students, staff, contractors, and visitors use the site and should be afforded the same security and protection as people in public areas.
3. Public support for the use of CCTV is still popular and accepted, but it may be regarded by some as an infringement of people's privacy. To retain the respect and support of the ZU campus community, CCTV must be used fairly, with the utmost integrity at all times. CCTV operations must stand up to scrutiny and be accountable to the university community and the people they are aiming to protect.

B. CCTV System – Overview

1. The ZU CCTV cameras are situated in strategic public locations, internally and externally, around the campuses. Offices and classrooms are not considered public areas. All CCTV images are recorded onto Storage Servers located in a secure facility.
2. The CCTV records images 24 hours a day, 7 days a week every day of the year. ZU will standardize levels of the recorded images per second (IPS). All recorded images

of the Internet Protocol (IP) CCTV system will be retained for 31 days. After that time, the servers will automatically overwrite the image data with new data.

C. General Security Control Room Standards

1. Due to the complex technology used and the nature of the operational work that forms the ZU CCTV System, it is important that the working environment is maintained to the highest standards. CCTV work requires a team approach and all staff should share equal responsibility.
2. Due regard will be made to the procedures for staff welfare and breaks so that the standards are achieved to ensure all operational activity is not adversely affected. The security control room should be kept clean and food stuffs should not be consumed within the space.
3. All operators are expected to be fully informed of all instructions and requirements, therefore being fully aware of the ZU CCTV System requirements and of what is required of them.
4. All reports and records will be completed at the appropriate times and will always be clear and accurate. These reports and records will always be considered official documents, and therefore may be disclosed as evidence in judicial proceedings.

D. Data Protection

1. To ensure data (imagery) is managed to a high standard, a model of best practice shall be adopted in the form of the UK Data Protection Act 1998. The Act regulates the operational use of CCTV as it processes personal data, and places considerable responsibility on the Data Controller to protect an individual's privacy.
2. All data will be processed in accordance with the principles of the UK Data Protection Act 1998 which, in summarized form, includes, but is not limited to:
 - a) All personal data will be processed fairly and lawfully;
 - b) Personal data will only be held for the recording period purposes and only disclosed in accordance with operational procedures that will be developed to detail the actual process on the ground;
 - c) Only personal data that are adequate, relevant and not excessive will be stored in the data base;
 - d) Personal data will not be stored for longer than is necessary.

E. Aims and Purposes of the ZU CCTV System

1. The overall aim of ZU using CCTV is to create a safer community and enhance the student experience. It may also assist in the reduction of crime, anti-social behavior and aggression, or bullying, and unauthorized access, ultimately providing a safer environment for the ZU community across all areas covered by the system.
2. The objectives of this system are to monitor external and internal public places on the ZU campuses in order to provide assistance with the following:
 - a) To create a safer community and enhance the student experience;
 - b) To reduce crime, anti-social behavior and aggression;
 - c) Prevent, deter, and detect crime, criminal damage, and disorder, including vandalism and incidents of nuisance;
 - d) Protect areas and premises used by university staff, students, and visitors;

- e) Protect university property and assets;
- f) Support the gender segregation and unauthorized access policies
- g) Identify offenders in relation to the above;
- h) To assist the emergency services in all aspects as appropriate;
- i) To assist where appropriate in the general management of the area by identifying issues and bringing them to the attention of the various service providers and departments;
- j) In appropriate circumstances, assist the investigation of incidents in ZU car parks.

F. Health and Safety

1. The CCTV Security Control Room is designated a place of work for the purposes of Health and Safety Regulations:
 - a) All CCTV equipment within the Security Control Room runs on 240-volt AC current.
 - b) Repairs to electrical equipment may only be carried out by suitably qualified staff.
 - c) Each CCTV operator must have awareness of ZU Health and Safety policy in respect of the monitoring room, the provisions of which must be complied with at all times. Any discrepancies or concerns will be brought to the attention of the security supervisor who will ensure appropriate action is taken.
 - d) Appropriate chairs (fully adjustable and suitable for 24/7 heavy use) will be provided at all Security Control Room operational consoles.
 - e) A Security Control Room risk assessment will form part of the Health and Safety statement.
2. First Aid Equipment will be provided in the CCTV Security Control Room. Staff should ensure that stock levels are maintained, and any requests for additional materials should be passed immediately to the Security Supervisor.

G. Access to and Security of the CCTV Security Control Room and Equipment

1. General
 - a) The CCTV Security Control Room is controlled by an access control system to ensure that only authorized personnel are allowed in that facility. Access to the CCTV Security Control Room is restricted. Entry will not be allowed without proper and sufficient reason and with proper approval.
 - b) Public access to the monitoring room will be prohibited except for authorities and with prior approval. Approved visits will only be permitted during the university core hours. And will be recorded in the visitors' log.
2. Emergency Procedures
 - a) If the need arises to evacuate the CCTV Security Control Room by virtue of either a security alert or fire alarm, all staff will act in accordance with relevant instructions.
 - b) If possible, but without risking the safety of any member of staff, the room should be secured on leaving. Any operations or procedures under way at the time of evacuation should be abandoned.
 - c) On return, all systems should be checked to ensure they are in proper working order. An appropriate entry should be made in the Incident/Security Control Room Log sheet showing relevant times and status of recording in operation, etc.

- d) Whilst the room is evacuated, due regard should be held for the Health and Safety regulations ensuring that no risk is introduced by any such evacuation.

H. Incident Report Forms

1. In the event of an incident of any nature where a full report is required, the staff must complete a Security Incident Report Form (refer to Appendix 1) as soon as possible after the event.
2. Incident reports must be as complete and as accurate as possible. This can be achieved by proper use of recording, where possible, to obtain maximum information. The Incident Report must be written and signed by the security personnel involved in the incident.
3. The Security Control Room Supervisor is responsible for ensuring that reports are completed within his shift period and forwarded to the Security Contract Manager in the first instance. A thorough briefing on all incidents must be given to the following shift in the event of any follow up action later.


I. CCTV Monitoring and General Operations

1. All operators of cameras associated with the ZU CCTV system will act with utmost probity at all times.
2. Every use of the cameras will accord with the purposes and key objectives of the system and shall comply with the Code of Practice and these Procedures.
3. Camera operators should be aware of exercising prejudices, which may lead to complaints of the system being used for purposes other than those for which it is intended. The operators may be required to justify their interest in, or recording of, any particular individual, group of individuals, or property at any time by virtue of the audit of the system or by the Security Manager.
4. The over-riding principle is that operators are responsible for every use of the cameras, which must be reasonable, proportionate and justifiable.

J. Revision History

Date	Revision
28 February 2023	Administrative change: <ul style="list-style-type: none"> • Updated the information header and policy numbers to be in line with the new format. • Updated the policy number from SUP-CPDS-13 to SUP-FPM-203
30 September 2020	Non-substantive changes approved by the CAFO: <ul style="list-style-type: none"> • Revised Section H.1. to refer to the Security Incident Report form; • Added Appendix-1 Security Incident Report form; • Added Internal Distribution.
7 January 2020	Updated the policy number from ADM-CAM-16 to SUP-CPDS-13.
7 December 2017	Non-substantive changes approved by the Vice-President.
18 August 2016	New procedures approved by the Vice-President (VP Decision #83 of 2016).

Appendix -1: Request for Inspection. CCTV form

CCTV-REQUEST FOR inspecting DATA/Video record 						
Requestor name				Requestor ID#		
Position/title				Mobile number		
Date of request				Date of incident		
Location of incident (location where investigation is required)	Building Zone or Wing Level Room or Area			Time of incident		
Camera zone and number (by CPD)						
Problem Description of incident						
For committee use only						
Management decision	VP		Provost		CAFO	
<i>Approval</i>	Sign	Date	Sign	Date	Sign	Date
<i>Call for meeting with requestor</i>	Sign	Date	Sign	Date	Sign	Date
Management Comments						
Management Decision after reviewing the records	Approved to release copy of the video					
	Approved to review the video in joint meeting					
	Inform the outcome without review or releasing the video					