
 OSPITAL NG PARAÑAQUE 		Document Code: OSPAR-ADM-CWU-IT-0001
		Last review ; September 2022
ADMINISTRATIVE DIVISION APPROVAL MATRIX		Section / Department CIVILIAN WATCHMAN UNIT/ INFORMATION TECHNOLOGY
Policy Title: POLICY ON CCTV		Page No. 1 of 5
Prepared By: Michael Vallido Head- Information Technology Joel Lombos Head, Civilian Watchman Unit	Reviewed By: Arnaldo S. Cortes, RN Supervising Administrative Officer Darius J. Sebastian, MD, MPH, PHSAE Hospital Administrator	Approved by: Jefferson R. Pagsisihan, MD, MHM Hospital Director

Objectives:

This policy forms part of the information and OSPAR policy. Its purpose is to ensure we comply with legal requirements for CCTV use.

CCTV surveillance is employed for the following purposes:



1. Security: To assist in providing for the security of employees, patients, staff, and visitors; to periodically monitor and protect the hospital buildings and facilities; to assist in the prevention and detection of crime and prosecution of offenders.
2. Risk Management: To assist in providing for the safety of employees, patients, staff and visitors; to assist in the resolution of incidents involving workplace hazards, injuries or near misses; to assist in the processing of allegation.
3. To assist hospital where its grievance, disciplinary or dignity at work procedures have been cited.
4. To enable hospital to respond to legitimate requests from third parties for CCTV footage of incidents.

Scope:

The policy shall apply to all hospital employees, patients, visitors and other clients.

Legal Compliance and Coverage:

Any surveillance cameras capture personal data, so the use of CCTV has data protection and privacy implications. We must comply with the Data Privacy act of 2012 Act to protect the fundamental human right of privacy, of communication while ensuring free flow of information to promote innovation and growth. This policy shall cover all Sections of the hospital.



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RESPONSIBILITIES:

1. It shall be the responsibility of the head of the IT section to ensure that the protocol and guidelines under his care is implemented.
2. It shall be the responsibility of the head of the CWU/CSU to ensure proper implementation of the rules stipulated in the CCTV policy.
3. The head of the areas concerned shall give oral reprimand and report to the Chief of Hospital/ Hospital Administrator for any breach in the protocol and report to his immediate supervisor on all problems encountered.

Guidelines:



1. To provide evidence to support the investigation of safety and security related incidents.
2. To support the safety and security of our staff, patients, relatives, volunteers and visitors, as well as the premises.
3. Act as a deterrent to intruders and to the theft or misuse of property or information.
4. Act as prevention to improper or aggressive behaviour.
5. We will not use CCTV for other purposes not stated in the above statement and will not include audio recording.
6. CCTV cameras will be located so that recordings meet the stated purposes. They will cover entrances to the premises, hallways, the corridor and other strategic location to meet the purpose of the CCTV.
7. CCTV recordings and data shall be classified as confidential information and held in systems (IT Section) with appropriate security measures to safeguard against unauthorised access and use.
8. Users will only access and view CCTV recordings and data in response to a request authorised by the Hospital Management.

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9. We will be transparent in our use of CCTV and we will make all who use the premises aware of its use through appropriate signs and information about our policy.
10. Information will be stored in a way that allows recording for at least 3 to 5 days and will be deleted automatically.

Procedure:

1. The CWU head shall assign a duty every shift to monitor and report any unusual events that may occur during his tour of duty. They shall log all incidents and problems encountered during his shift.
2. For those who would like to review the CCTV, this should be communicated to the administrative Office. The IT section shall help in the viewing process with the supervisor of the concerned area/s or where the incident happened. Only one representative is allowed to join the viewing process. (CSU/CWU, IT Section, Head of the area and the requesting individual).
3. Requests must include the date, time and location where the CCTV image was recorded.
4. Hospital aims to respond promptly after receiving a valid request. In emergency cases where there is an urgent need to review the CCTV, the Senior House Officer may authorize the CSU and IT personnel to review the CCTV and inform the Hospital Administrator/SAO or the Hospital Director of the request in the morning.
5. All requests to view the CCTV shall have an official form to be signed by the IT section with final approval of the Supervising Administrative Officer, Hospital Administrator or the Hospital Director.
6. Footage is downloaded onto a USB; a copy can be given to the requester and a copy is retained by the hospital in a secure location if recording was requested with **legal requirements**. If CCTV images reveal other individuals, their faces are pixilated so that they are not recognisable.

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7. The footage in query is retained until the purpose for which it was downloaded has ended, at which point the footage is safely and permanently deleted.
8. Concerns regarding access to one's own personal data in CCTV footage shall be raised with the Data Protection Officer (Hospital Director).
9. The CSU CWU on duty shall report any breakdown on the CCTV and report it immediately to the IT section for proper action.
10. The IT section shall do the necessary actions to fix the problem and report to their immediate supervisor for the status or outcome.
11. The IT section shall make monthly inspection with regards to the functionality and cleaning of the cameras.



Procedure for Removal of CCTV Cameras

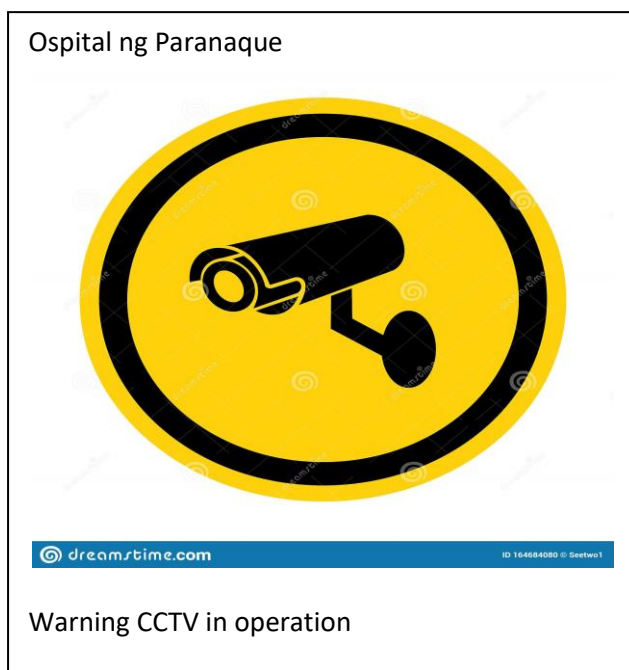
Where evidence shows that a CCTV camera location is no longer justified, the camera shall be removed at the request of head of the IT with the approval of the Hospital Administrator / Director and placed in storage until required.

Procedure for Requesting Installation of Additional CCTV Cameras

Requests for the installation of additional cameras on hospital premises shall be made in writing to the Hospital Administrator / Director in consultation with the areas concerned.

Implementation Date:
2022

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