

Universiti Sains Malaysia

Policy on Closed Circuit Television (CCTV)

Universiti Sains Malaysia (hereinafter referred to as “USM” or “University”) is committed to provide a safe environment by integrating the best practices of crime prevention, policing and safety with state of the art technology. A critical component of a comprehensive security and safety plan is Closed Circuit Televisions (CCTV) – a technology that can remotely monitor and record activity on campus.

The purpose of this Policy is to provide regulations and guidelines for the usage, procurement, installation and commissioning of CCTVs in the University in a way that enhances security and safety, but also respects the expectation of reasonable privacy among University’s community. This Policy applies to all students, staff and visitors within the University’s campuses¹.

(I) Principles and Objectives

- A. The purpose of CCTV monitoring is to deter crime and to protect the personal safety and property of the University Community. Security and safety purposes include, but are not limited to:
- i. Protection of individuals, including students, staff and visitors;
 - ii. Protection of University owned and/or operated property and buildings, including building perimeters, offices, road, entrances and exits, lobbies and corridors, receiving docks, special storage areas, laboratories, workshops and cashier locations;
 - iii. Verification of alarms and access control systems;
 - iv. Monitoring common areas and areas accessible to the public, including banks, bus stops, parking lots, streets and pedestrian walks; and
 - v. Assisting in investigation of criminal, accidents and disciplinary activities, in accordance with this Policy.

Any diversion of security technologies for purposes other than the security and safety purposes contemplated by this Policy must be approved by the Vice- Chancellor.

- B. CCTV monitoring will be conducted in a professional, ethical, accountable and legal manner. Personnel involved in monitoring will be appropriately trained and supervised in the responsible use of this technology. Violations of the Policy set forth under Section III below may result in disciplinary action consistent with the rules and regulations of Statutory Bodies (Discipline and Surcharge) Act 2000 (Act 605) governing employees of the University.

¹ Uses of CCTV technology covered by University policies governing research with human subjects or animal subjects are excluded from this Policy.

- C. Recording obtained through monitoring and surveillance will only be released to authorized parties when approved by the Vice-Chancellor or any person as authorized by the Vice-Chancellor.
- D. Monitoring will be conducted in a manner consistent with this Policy and the University's Constitution and all existing University policies, including Sexual Harassment Policy, and other relevant policies. Monitoring based on the characteristics and classifications contained in any relevant policy (e.g., race, gender, sexual orientation, national origin, disability, etc.) is strictly prohibited.
- E. The University acknowledges that monitoring shall be limited to uses that do not violate the reasonable expectation to privacy:
 - i. Staff and students have a greater expectation of privacy in their personal rooms, offices and restrooms. Therefore, monitoring for security and safety purposes will not be used in personal rooms, offices and restrooms unless the Director of Security Department, in consultation and approval from the University's CCTV Committee, determines that a specific security/safety risk exists.
 - ii. Staff and students also have a greater expectation of privacy in lecture halls, tutorial rooms and faculty lounge facilities. Therefore, monitoring for security and safety purposes will not be used in lecture halls, tutorial rooms, laboratories, workshops, studios, pantries, general office area, meeting rooms, conference rooms, training rooms and lounges unless, unless the Director of Security Department, in consultation and approval from the University's CCTV Committee, determines that a specific security/safety risk exists..
- F. Based on current needs and on regular review, the CCTV Committee may review the Policy and make recommendations for revisions.

(II) Responsibilities

- A. The Security Department in consultation with the University's CCTV Committee is authorized to oversee the use of CCTV monitoring for security and safety purposes at the University. All University's Departments using CCTV monitoring are responsible to adhere, enforce and implement this Policy.
- B. The University's CCTV Committee has the responsibility to authorize all short-term and long-term CCTV monitoring.
- C. All procurement, installation and commissioning, including replacement of new CCTVs shall first be endorsed by CCTV Committee before approval by the Vice-Chancellor.

- D. CCTV Committee will be appointed by the Vice-Chancellor. The CCTV Committee will be made up of at least ten (10) members who will serve for a period designated by the Vice-Chancellor. The CCTV Committee shall consist of the following members:
- i. Director of Security Department as Chairman;
 - ii. Registrar or representative;
 - iii. Bursar or representative;
 - iv. Legal Advisor or representative;
 - v. Head of Occupational Safety and Health Unit (UKKP);
 - vi. Director of Center for Instructional Technology & Multimedia (PTPM) or representative;
 - vii. Director of Centre for Knowledge, Communication & Technology (PPKT) or representative;
 - viii. Director of Development Department or representative;
 - ix. Director of University Operation and Asset Office or representative;
 - x. A representative from Academic and Administrative Staff Associations of USM (PKAPUSM);
 - xi. A representative from General Staff Union of USM (KKAUSM);
- E. The Secretariat of the Committee is Security Department.
- F. The CCTV Committee shall have responsibilities as described in this Policy and such other responsibilities that may be assigned from time to time by the Vice-Chancellor. The Chair of the CCTV Committee may elect to convene a meeting of CCTV Committee members for CCTV Committee action required under this Policy. Any CCTV recommendation under this Policy must include the input of the majority of CCTV Committee members. The Committee is also strongly encouraged to seek input from administrators, Schools, staff and students in areas affected by the use/proposed use of CCTV and to consider such input before making a final recommendation.

- G. All department new installations/upgrades/replacements shall be connected to Surveillance, Monitoring and Recording Centre (SMRC) based in the Security Department. The CCTV Committee will consider the petition and make a decision to approve or reject.
- H. Students and staff entering certain sensitive locations on Campus may have an increased concern for privacy or confidentiality. In order to prevent a possible chilling effect at these locations, concerned persons may petition the CCTV Committee to forgo the installation of a proposed camera or for the removal of an existing camera. The Vice-Chancellor will make the final decision regarding the appropriateness to install/removing CCTV camera(s), weighing the concerns of the person(s) making the requests and the security and safety of the entire University's community.
- I. The Director of Security Department, in consultation with the Legal Adviser, will review and respond to notice to release recordings obtained through CCTV monitoring. Requests for CCTV recordings made in connection with internal investigations of University disciplinary matters will be forwarded to the CCTV Committee. The CCTV Committee will review such requests and make recommendations to the Vice-Chancellor. The Vice-Chancellor will make the final decision regarding the appropriateness of releasing the recordings, weighing the concerns of the disciplinary official/committee making the request against privacy interests and security and safety of the entire community.
- J. Any appeal of a decision will be reviewed by the Vice-Chancellor who will render a final decision.
- K. The CCTV Committee shall audit any Department's CCTV surveillance operations, including recording, storage, archiving and safe-keeping.
- L. The CCTV Committee may from time to time, invite any person, including any student, to attend the meeting or part of the meeting of the Committee and to have access to any parts of the minutes of the meeting as approved by the Committee.

(III) Code of Procedures

- A. Security Department staff involved in CCTV surveillance will perform their duties in accordance with this Policy.
- B. Surveillance/Monitoring center will be configured to prevent CCTV tampering with or duplicating recorded information.
- C. All recordings shall have the capacity to be saved every 30 days in a permanent storage medium (example CDR).

- D. Recordings will be retained in a secure location with access by authorized personnel only.
- E. Those authorized individuals who view recordings must maintain the integrity of the recording.
- F. CCTV control operators and those authorized will be provided with necessary training
- G. Surveillance is not allowed into private rooms, personal offices, lecture halls and tutorial rooms.
- H. All new CCTVs installed in USM must be leased and not purchased.
- I. All CCTVs must be connected to Surveillance, Monitoring and Recording Centre (SMRC) based in the Security Department, All other existing CCTVs will eventually be connected in phases to SMRC where applicable.
- J. No dummy CCTV cameras shall be allowed to be installed in USM.

(IV) Roles and Responsibilities

A. Security Department

- i.* The Security Department shall be responsible for overall operations of the CCTV system on campus. The Security Department shall coordinate and manage all activities at the Surveillance, Monitoring & Recording Center (SMRC).
- ii.* Surveillance, Monitoring & Recording Center (SMRC)
 - a. SMRC shall be managed by skilled and trained personnel.
 - b. SMRC shall be fully equipped in order for it to operate smoothly and efficiently.
 - c. SMRC also shall be equipped with high-tech large screen monitors for the effective surveillance and monitoring.
 - d. SMRC shall be connected to all the CCTVs.
 - e. SMRC shall also monitor CCTVs which will be strategically located at the University's entrances and exits.
 - f. SMRC shall be equipped with state of the art technology for video analytics.
 - g. SMRC shall make certain that all security data will be controlled and stored in a secured manner.
- iii.* All present existing CCTVs installed at departments will continue to be managed by the relevant departments responsible until they are eventually connected to SRMC.

B. Security Department

- i. Security Department will act as the secretariat for the University's CCTV Committee.
- ii. Security Department will provide support regarding safety issues related to this system.
- iii. Security Department will on a regular basis or on special request by the CCTV Committee will audit the CCTV system at SMRC and other locations.

C. Other departments including Occupational Safety and Health Unit (UKKP), Centre for Instructional Technology and Multimedia (PTPM), Centre for Knowledge, Communication and Technology (PPKT) and Development Department shall assist and provide technical support and expertise when required.

(V) CCTV Technical Standards

- i. All equipment and components of the CCTV system shall comply to the relevant Malaysian Standards or equivalent Standards.
- ii. Financial assistance shall be allocated to the Security Department for the effective operation, maintenance and management of the CCTV system.

(VI) Special Provision

Subject to the written approval of the CCTV Committee, a School and/or Centre is allowed to procure, install and commission its own CCTVs within its own buildings provided that:

- i. The number of CCTVs are not more than 5 units; and
- ii. The specifications of the CCTVs are in accordance to the prescribed details as in CCTV Technical Standards

Policy Custodian:	Vice-Chancellor
Responsible Policy Officer:	Director, Security Department
Approval Date:	1 st Mac 2017
Approved By:	Minute No. 908 in Meeting of JKPU No. 92 dated 1 st March 2017
Effective Date:	1 st Mac 2017
Review Date:	18 th October 2019
Review Approval:	Minute of CCTV Committee meeting no. 9/2019 dated 19 September 2019
Contact for queries:	Khairudin Zainol (Ext. (81))6604