 <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p> <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-F-72-P01
	Effective Date:	06-30-2022
	Document Type:	Policy
	Page Number:	1 of 11
	Department/Section:	Security Department
	Document Title:	POLICY ON THE OPERATION AND MANAGEMENT OF THE CCTV SYSTEM

PURPOSE:

1. To establish guidelines and procedure in the operation and management of CCTV (Closed Circuit Television) System in accordance with the principles, laws, and implementing rules and regulation of Republic Act 10173 (Data Privacy Act of 2012) and Republic Act 10175 (Cyber Crime Prevention Act of 2012).
2. To secure hospital premises and assets.
3. To protect clients, employees, patients and all personnel inside the hospital premises.
4. To provide a facility in identifying, apprehending and prosecuting offenders.
5. To improve the confidentiality and restrictions to access of the CCTV Control Room.
6. To establish data/information in the design or improvement of DPOTMH operations and systems.

LEVEL:


Security, Civil Relations Officer, Top Management, All Department, Data Privacy Office

DEFINITION OF TERMS:

CCTV (Closed Circuit Television) System – Also known as Video Surveillance, is the use of video cameras to transmit as signal to a specific place, on a limited set of monitors primarily for surveillance and security purposes.

Computer System – is a basic, complete and functional computer, including all the hardware and software required to make it functional for a user. It should have the ability to receive user input, process data, and with the process data, create information for storage and/or output.

Authorized Users – personnel assigned by the Hospital Management who is/are responsible and authorized by the DPOTMH Engineering and General Services


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Division Officer or his delegate Hospital Security Specialist in the operation of CCTV system preferably completed CCTV training and Certified CCTV Operator to avoid irreparable damage to the system which may cause operational setback detrimental to the over all functions of the office.

Digital Video Recorder (DVR) – a consumer electronics device or application software that records video in a digital format disk drive, USB Flash Drive, SD memory card, or other local or networked mass storage device.

Significant Video Footage – any footage or video that has been deemed important or is subject to request by any entity or is subject to investigation.

Video Footage – all recorded data captured by any CCTV installed in all Hospital Premises.

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POLICY:

I. Operational hours:

1. CCTV cameras shall operate continuously 24/7.
2. The designated CCTV operator shall conduct continuous monitoring during his/her period of duty.
3. Camera activities on hospital premises shall be for or to identify criminal activity whether occurring, anticipated, or perceived in order to enhance the safety and well being of employees, doctors, clients, patients and visitors.

II. Operational Responsibility:

1. The CCTV Control Room operator shall check and confirm the efficiency of the system daily to ensure that the equipment is properly working.
2. CCTV Control Room entrance door shall be closed and locked at all times to avoid unauthorized entry.
3. Control Room Operator must confirm the identity of any personnel requesting entry to the CCTV Control Room, and the reason for entry. If it is not clearly identified, access shall be refused.
4. Request for CCTV review shall require a Request For CCTV File (See Annex A.) and written incident report with complete details of information submitted to the Security Specialist.
5. Images obtained from CCTV recordings shall not be used for any purpose other than the reason it was requested.
6. Recordings shall only be released and retrieved upon approval of the Engineering and General Services Division Officer or his delegate Security

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Specialist for the investigation of a specific crime and with the written report submitted/ Incident Report.


7. Intrusion of Security thru internet connections to maliciously destroy, alter, manipulate, or hacked the CCTV system is punishable by law in accordance of R. A. 10175 (Cyber Crime Prevention Act of 2012).
8. Unauthorized access and stealing of information or destroy footage and image on the CCTV System shall be dealt legally or prosecuted in accordance with the Data Privacy Act.

III. Control and Operation of Monitors and Cameras

1. CCTV Control Room shall be restricted and only authorized person shall be able to access at the CCTV Control Room and other related equipment.
2. The CCTV Control Operator of CCTV camera and related equipment shall be accountable for their actions.
3. All client or patient complaints and request for review regarding loss of personal belongings shall be coursed to the Client Relations and Communications Office.
4. Disclosing/Exposing any images/videos to the public without the proper consent of the Management shall be prosecuted in accordance with the Data Privacy Act.

IV. Security and Retention of Information

1. Footage recorded by CCTV cameras shall be stored in a secure manner, whereby its confidentiality, integrity, and availability are maintained and protected. The recorded footage shall be encrypted.

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2. There is no specific or fixed minimum or maximum retention periods for CCTV footage. The same shall be retained only for as long as necessary to fulfill the purposes for which the CCTV footage was obtained.
3. Retention period shall not be determined based solely on the storage capacity of the system and for security reasons.
4. Archived CCTV images shall not be kept for longer than is necessary for the purpose of Police Evidence. Once there is no longer a need to keep CCTV images, the recorded images and footage shall be deleted on the Computer System and or CD/DVD drive.
5. All images not required for evidential purposes are automatically erased or overwritten within 15 to 20 days based on the capacity of the supplied memory.

V. Public Awareness of Cameras


CCTV signage shall be placed at the perimeter of the hospital and display the message CCTV cameras operating or similar message and be of a size and style that makes them readily visible to people entering the area.

VI. Maintenance Monitoring

1. The maintenance monitoring for the need of CCTV cameras including their location and effectiveness shall be done annually and during need of immediate repair and inspection monitoring by the authorized personnel.
2. The CCTV Control operator shall report any problem or damage found to the Security Specialist for inspection and verification.

VII. Use of Video Footage Collected


1. All persons who need to have access to the recorded video footage shall follow the procedures on *Requesting for CCTV File* and *Requesting for Release of CCTV Footage*.

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2. Images obtained from CCTV recordings shall not be used for any purpose other than the reason it was requested.
3. Recordings shall only be released and retrieved upon approval of the Engineering and General Services Division Head or his delegate Security Specialist for the investigation of a specific crime and with the written report submitted/ Incident Report.
4. Only a court order shall compel DPOTMH to release and exhibit the CCTV video footage as evidence in court.
5. The Law Enforcement/ PNP may use the CCTV video as evidence for identifying offenders and for prosecution granted that they shall follow the hospital procedures on the Request for Review and Release of CCTV footage.

VIII. Access to the CCTV Control Room:

1. Only the designated CCTV Control operator is allowed to operate, navigate, review and compile footage's acquired on the operations upon instructions from the President and CEO, Management Committee, and Security Specialist.
2. The CCTV control room is a RESTRICTED area, ONLY the following persons are Authorized to enter:
 - 2.1. President and CEO, and the Board of Directors
 - 2.2. Management Committee
 - 2.3. Security Specialist
 - 2.4. Facilities Manager and Safety and Pollution Control Officer
 - 2.5. CRO CCTV Control Room Operator
 - 2.6. CRO Shift Supervisor and Security Guards Supervisor
 - 2.7. Other for Prior Approval:
 - a) Housekeeping (for cleaning purposes only)
 - b) Engineering Maintenance personnel (for room internal repair).
 - c) IT Department personnel (for hardware repair)

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d) Personnel with special access to the CCTV Room (for audit and monitoring purposes)


3. All request for the access to the CCTV Control Room and review shall be coursed through the Security Specialist. The Engineering and General Services Division Officer shall be informed accordingly of these request for approval.

IX. Support Requirements:

1. It is mandatory that the following shall be provided in DPOTMH utilizing CCTV Cameras.
2. Installation of Peephole and door lock at the CCTV Control Room Main Door.
3. Issuance of Handheld Radio to the assigned CCTV Control Operator.
4. Placement of Signage in specified areas:
 - 4.1. Hospital Main Entrance, Walls, and Storage Areas-SECURITY NOTICE-
"This Facility is under 24/7 CCTV Surveillance".

See Sample Signage:



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DOCUMENTATION:


New Policy

DISSEMINATION:

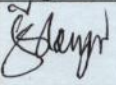
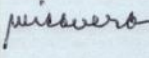
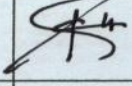
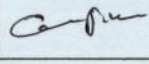

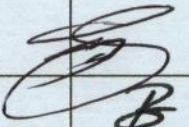

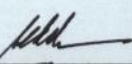

Hospital Communicator
Manual of Policies and Procedure


REFERENCE:

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- National Privacy Commission. (2020, November 16). *GUIDELINES ON THE USE OF CLOSED-CIRCUIT TELEVISION (CCTV) SYSTEMS*. <https://www.privacy.gov.ph/wp-content/uploads/2020/11/Advisory-on-CCTV-16NOV2020-FINAL.pdf>
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		Document Title:	POLICY ON THE OPERATION AND MANAGEMENT OF THE CCTV SYSTEM


APPROVAL:

	Name/Title	Signature	Date
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Verified by:	CATHERINE C. NICAVERA Head, General Services Department		05-31-2022
	EDNABELLE G. ESTRELLA Data Protection Officer		06/23/22
	GERONIMO TEOFISTO P. ESTRELLA Client Relations and Corporate Communications Manager		6/23/22
	DENNIS C. ESCALONA, MN, FPCHA, FPSQua Quality Assurance Supervisor		06/28/2022
Recommending Approval:	ENGR. NOEL P. GARBO, FPCHA Engineering and General Services Division Officer		6/29
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	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President-Chief Operating Officer		06/30/2022
Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		7/7/22


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ANNEX A:

		RIVERSIDE MEDICAL CENTER, INC. Owner and Operator of the Dr. Pablo O. Torre Memorial Hospital A proud member of the Metro Pacific Hospital Holdings, Inc.	
		<small>Requirements: Incident report attached, starting all the details of the incident.</small>	
		Control no. _____	
		Date _____	
REQUEST FOR CCTV FILE			
Name of Complainant _____			
		First Name Middle Name Last Name	
Position _____ Division _____ Department/ Section _____			
Details of Request		Remarks / Special Instructions	
Date _____			
Location _____			
Time Start _____ End _____			
Requested by		Recommended by	Approved by
_____		_____	_____
Name and Signature Complainant/ Requisitioner		Name and Signature Immediate Supervisor	Name and Signature Facilities Manager/Admin. Top
Route to			
Request Received by: _____		Request Endorsed for Retrieval to: _____	File Received by: _____
Security officer _____ Date _____		Control Room _____	Security Officer _____ Date _____
DPOTMH-SAFE-F002 Effective Date: 11-01-2020		Unauthorized duplication of this form is strictly prohibited	
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ANNEX B:

 <p>RIVERSIDE MEDICAL CENTER, INC. Owner and Operator of the Dr. Pablo O. Torre Memorial Hospital A proud member of the Metro Pacific Hospital Holdings, Inc.</p>												
CCTV RELEASE FORM												
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Name:</td> <td style="width: 50%;">Date:</td> </tr> <tr> <td>Address:</td> <td>Location of area view:</td> </tr> <tr> <td>Contact #:</td> <td></td> </tr> <tr> <td>Company Affiliated:</td> <td>Time & Date of Incident:</td> </tr> <tr> <td>Company Contact #:</td> <td>Requesting Review on:</td> </tr> <tr> <td>Reason for Request:</td> <td></td> </tr> </table>	Name:	Date:	Address:	Location of area view:	Contact #:		Company Affiliated:	Time & Date of Incident:	Company Contact #:	Requesting Review on:	Reason for Request:	
Name:	Date:											
Address:	Location of area view:											
Contact #:												
Company Affiliated:	Time & Date of Incident:											
Company Contact #:	Requesting Review on:											
Reason for Request:												
<p>Instruction: Please provide brief information and description of the CCTV footage and location on the blank space below.</p> <div style="border: 1px solid black; height: 150px; width: 100%;"></div>												
<p>I accept that the CCTV footage is supplied to me without prejudice. I understand that it was recorded on private premises and may include third parties. In accordance with R.A 10173 also known as "Data Privacy Act of 2012" and in compliance with the existing policies and guidelines on Privacy and Confidentiality of the RMCI management, I commit that I will not publish, broadcast, undermine due confidence, cause any breach of personal data, further process the data in a manner where it could affect the rights and freedom of any other individual or groups of individual or perform other such similar acts. Any violation or breach of the same on my part will entitle the RMCI Management to seek redress from me. I understand that all relevant parties reserve the right to protection of the law and any breach or violation caused by me could result to legal proceedings.</p>												
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Signature:</td> <td style="width: 50%;">Date:</td> </tr> </table>	Signature:	Date:										
Signature:	Date:											
<p>DPOTMH-CRO-F003 Effective Date: 08-01-2021</p>	<p>Unauthorized duplication of this form is strictly prohibited</p>											
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		Document Type:	Standard Operating Procedure
		Page Number:	1 of 3
		Department/Section:	Security Department
		Document Title:	POLICY ON THE OPERATION AND MANAGEMENT OF THE CCTV SYSTEM

PURPOSE:

To discuss the processes involved in requesting and reviewing of CCTV Footage.

SCOPE:

Applies to all Security Department staff of Dr. Pablo O. Torre Memorial Hospital


PERSON RESPONSIBLE:

Security Specialist, CCTV Control Operator, Engineering and General Services Division Officer

PROCEDURE:


Requesting for Review of CCTV Footage

1. The requesting party shall fill up the **REQUEST FOR CCTV FILE** (*see Annex A.*) and incident report with the complete details as to why there is a need to review the CCTV footage.
2. The requesting party submits the written report/ letter to the Security Specialist for verification.
3. The Security Specialist verifies the incident report / request letter.
4. Once the request has been verified, the Security Specialist forwards the request to the CCTV Control Operator for playback.
5. The CCTV Control Operator conducts playback and shows the significant video footage
6. The CCTV Control Operator provides feedback regarding the result of review of the requesting party.

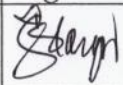




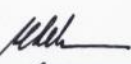
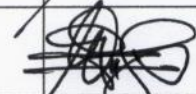
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Requesting for Release of CCTV Footage

1. The requesting party makes a written request of CCTV File and incident report with complete details.
2. The requesting party submits the requested documents to the Security Specialist, requesting party shall then fill out the CCTV Release Form (see Annex B).
3. The requesting party accomplishes the CCTV Release Form. A Court Order or Notice is required should the requesting party fails to accomplish the CCTV Release Form.
4. The requesting party submits accomplished form to the Security Specialist.
5. The Security Specialist receives the accomplished form.
6. The Security Specialist reviews and verifies the request.
7. Once verified, the Security Specialist submits the form to the Engineering and General Services Division Officer.
8. The Engineering and General Services Division (EGSD) Officer approves the request. If the request was disapproved by the EGSD Officer for any valid reason, the requesting party will be notified accordingly.
9. EGSD Officer returns the approved request to the Security Specialist.
10. The Security Specialist informs the CCTV Control Operator to facilitate the request.
11. The CCTV Control Operator extracts the requested footage, saves it in a blank CD/ DVD and forwards the media back to the Security Specialist for verification.
12. Once the saved footage has been reviewed and verified, the Security Specialist accomplishes the gate pass and asks the requesting party to sign the Non-Disclosure Agreement.
13. The Security Specialist turns over the CD/DVD to the requesting party and writes the information of the footage in the logbook for proper documentation


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APPROVAL:


	Name/Title	Signature	Date
Prepared by:	2LT EVA R. SEDAYON (AGS) PA (RES) Security Specialist		6-30-22 1824
Verified by:	CATHERINE C. NICAVERA Head, General Services Department		05.31.2022
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Recommending Approval:	ENGR. NOEL P. GARBO, FPCHA Engineering and General Services Division Officer		6/29
	FREDERIC IVAN L. TING, MD OIC- Total Quality Division		6/3/22
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President-Chief Operating Officer		06/30/2022
Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		7/7/22

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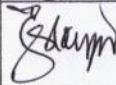
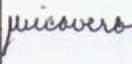

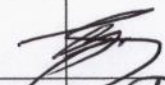

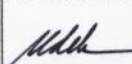
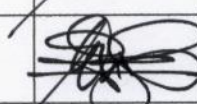
KEY TASKS	PERSON RESPONSIBLE
Requesting for Review of CCTV Footage	
1. Fills up the Request for CCTV and incident report with the complete details	Requesting Party
2. Submits the written report/ letter to the Security Specialist for verification	Requesting Party
3. Verifies the incident report / request letter	Security Specialist
4. Forwards the request to the CCTV Control Operator for playback	Security Specialist
5. Conducts playback and shows the significant video footage	CCTV Control Operator
6. Provides feedback regarding the result of review of the requesting party	CCTV Control Operator
Requesting for Release of CCTV Footage	
1. Makes a written request of CCTV File and incident report with complete details	Requesting Party
2. Submits the requested documents to the Security Specialist	Requesting Party
3. Accomplishes the CCTV Release Form	Requesting Party
4. Submits accomplished form to the Security Specialist	Requesting Party
5. Receives the accomplished form, reviews and verifies the request	Security Specialist
6. Submits the form to the Engineering and General	Security Specialist

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Services Division Officer	
7. Approves or disapproves the request	Engineering and General Services Division (EGSD) Officer
8. Returns the approved request to the Security Specialist	Engineering and General Services Division (EGSD) Officer
9. Informs the CCTV Control Operator to facilitate the request	Security Specialist
10. Extracts the requested footage, saves it in a blank CD/DVD and forwards the media back to the Security Specialist for verification	CCTV Control Operator
11. Accomplishes the gate pass and asks the requesting party to sign the Non-Disclosure Agreement	Security Specialist
12. Turns over the CD/DVD to the requesting party and writes the information of the footage in the logbook for proper documentation	Security Specialist

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APPROVAL:

	Name/Title	Signature	Date
Prepared by:	2LT EVA R. SEDAYON (AGS) PA (RES) Security Specialist		5/30/22 12/24
Verified by:	CATHERINE C. NICAVERA Head, General Services Department		05.31.2022
	DENNIS C. ESCALONA, MN, FPCHA, FPSQua Quality Assurance Supervisor		06/28/2022
Recommending Approval:	ENGR. NOEL P. GARBO, FPCHA Engineering and General Services Division Officer		6/29
	FREDERIC IVAN L. TING, MD OIC- Total Quality Division		6/30/22
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President-Chief Operating Officer		06/30/2022
Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		7/7/22



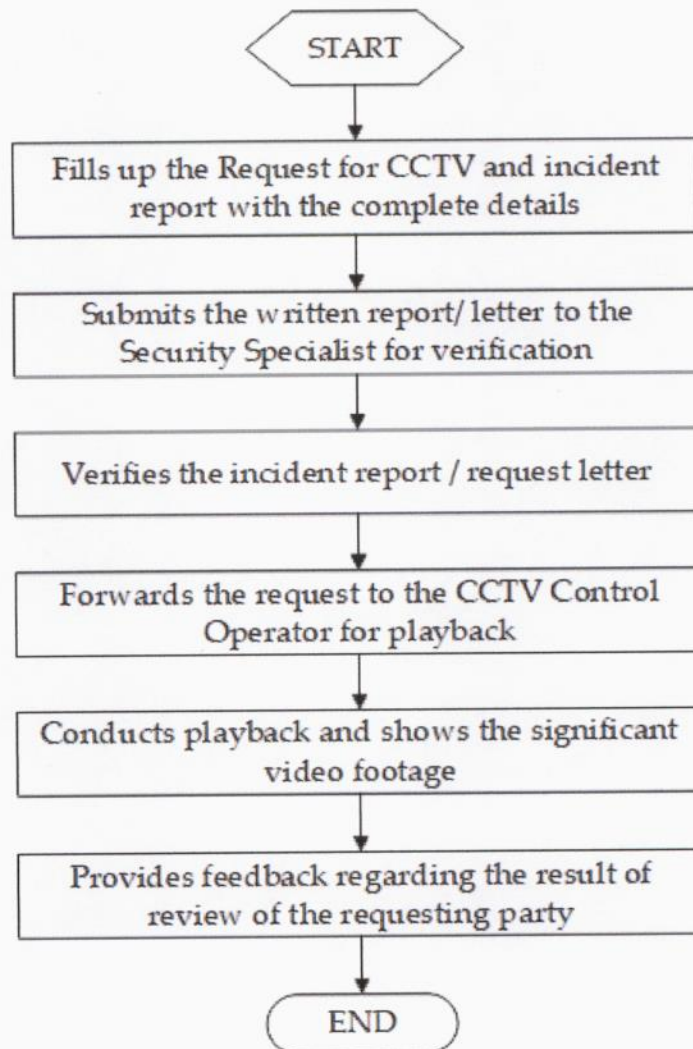
DR. PABLO O. TORRE
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FLOWCHART

Requesting for Review of CCTV Footage



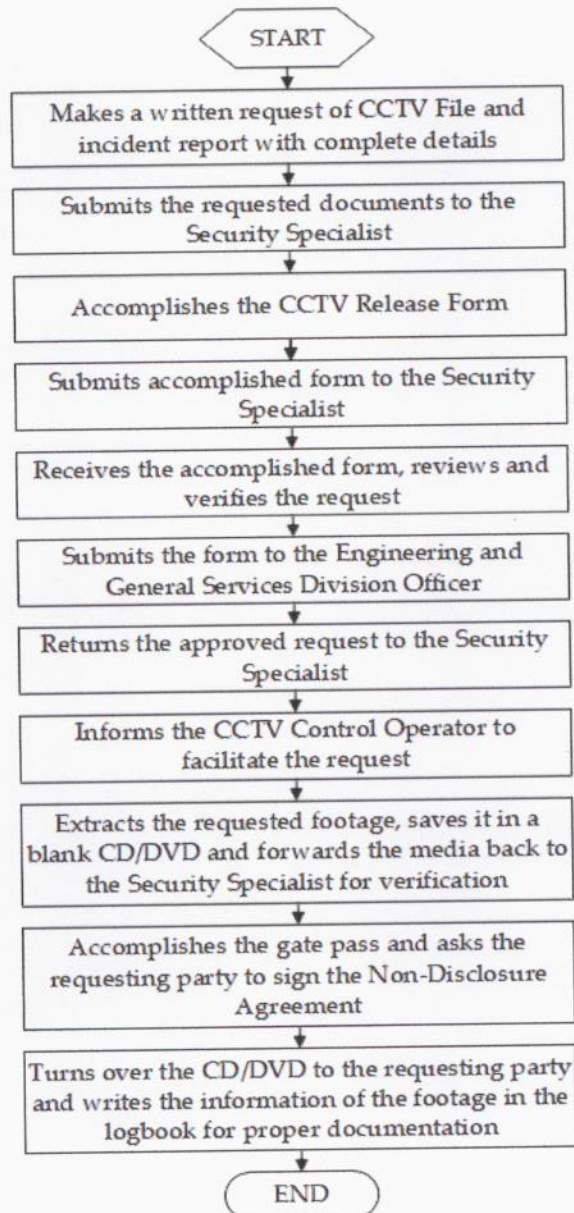


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Requesting for Release of CCTV Footage





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APPROVAL:

	Name/Title	Signature	Date
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Recommending Approval:	ENGR. NOEL P. GARBO, FPCHA Engineering and General Services Division Officer		6/29/22
	FREDERIC IVAN L. TING, MD OIC- Total Quality Division		6/30/22
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