



DR. PABLO O. TORRE
MEMORIAL HOSPITAL

RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Engineering and General Services Division		POLICY NUMBER: DPOTMH-APP-SECU-P001-(01)	
TITLE/DESCRIPTION: POLICY ON THE OPERATION AND MANAGEMENT OF THE CCTV SYSTEM			
EFFECTIVE DATE: May 30, 2025	REVISION DUE: May 29, 2028	REPLACES NUMBER: DPOTMH-F-72-P01	NO. OF PAGES: 1 of 21
APPLIES TO: All employees of RMCI		POLICY TYPE: Administrative	

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 facility in identifying, apprehending and prosecuting offenders.
5. To improve confidentiality and restrictions to access of the CCTV Control Room.
6. To establish data/information in the design or improvement of RMCI operations and systems.

DEFINITIONS:

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 be able to receive user input, process data, and create information for storage and/or output.

Authorized Users - personnel assigned by the Hospital Management who is/are responsible and authorized by the RMCI General Services Division Head or his delegate as Hospital Security Specialist in the operation of CCTV system preferably has completed CCTV training and a Certified CCTV Operator to avoid irreparable damage to the system which may cause operational setback detrimental to the overall 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.

NPC - refers to the National Privacy Commission created under the Data Privacy Act of 2012

RESPONSIBILITY:

Requesting party, Security Specialist, CCTV Control Operator, General Services Department Head, Compliance and Data Privacy Officer





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POLICY:

I. Operation

A) 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:
 - a) monitor/enhance the safety and well-being of employees, doctors, clients, patients and visitors; or
 - b) identify illegal or wrongful activity, whether occurring, anticipated, or perceived

B) Operational Details

1. Location and placement

When installing new cameras, a thorough assessment shall be conducted to the Area or Unit, Security Specialist and the person in charge of installation (IT Department) to determine optimal camera locations in relation to the purpose. A privacy impact assessment (PIA) shall be completed by the DPO prior to installing the new systems. The PIA shall help identify and assess the privacy risks and provide recommendations to avoid or mitigate the risks.

Cameras shall be installed at a secure location with maximum area of coverage of entrance and exits and areas of transaction or risk making certain that there are no blind spots. CCTV cameras in a hospital are crucial for ensuring patient safety, protecting hospital property, and maintaining privacy and confidentiality. Below the recommended locations and considerations for placing CCTV cameras in a hospital:

- 1.1 Entrances and Exits – to monitor and record everyone who enters and exits the hospital.
Placement: Cameras shall be placed at all main entrances and exits, including emergency exits, side doors, and loading docks.
- 1.2 Reception Areas and Lobbies – to observe the flow of patients, visitors, staff patient flow,



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Placement: Install cameras in the waiting areas, registration desks, and main lobbies.

- 1.3 Corridors and Hallways – to monitor movement and activity, especially in high-traffic areas.
Placement: Cameras shall be positioned to cover long hallways, intersections, and corridors that lead to sensitive areas such as ICU, operating rooms, and nurseries.

- 1.4 Elevators and Stairwells – to ensure the safety of patients, staff, and visitors, and to prevent unauthorized access.

Placement: Cameras shall be placed inside and outside of elevators and at the entrances and exits of stairwells.

- 1.5 Parking Areas and Surrounding Ground – to monitor vehicles and pedestrian movement, prevent theft, and ensure safety in parking lots.

Placement: Cameras shall cover all parking lots, driveways, and external grounds.

- 1.6 Emergency Rooms and Triage Areas – to monitor patient flow, manage emergencies, and ensure staff safety.

Placement: Cameras shall be placed in a way that does not infringe on patient privacy but allows for general monitoring of activity.

- 1.7 Pharmacy and Medicine Storage Areas – to prevent theft and unauthorized access to medications.

Placement: Cameras shall be installed at the entrance and inside pharmacy areas, ensuring full coverage of storage rooms.

- 1.8 Administrative Offices and Cash Handling Areas – to prevent theft and monitor sensitive transactions.

Placement: Cameras shall be installed in areas where cash is handled and in administrative offices where sensitive information is stored.

- 1.9 Restricted Access Areas – to prevent unauthorized entry and protect sensitive equipment and information.

Placement: Cameras shall cover doors and entry points to areas such as data centers, medical equipment storage, and IT rooms.

Careful consideration shall be taken to balance patient privacy with security needs; cameras might be placed at unit entrances and exits rather than inside patient rooms. Cameras shall not be placed in areas where there is an expectation of privacy, such as

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patient rooms, bathrooms and changing areas, and procedure rooms.

2. Quality and integrity

When procuring new (CCTV) equipment, the Logistics Division shall choose vendors based on reputation, quality, and compliance with industry standards. The specifications for cameras, storage devices, and related infrastructure to ensure compatibility and scalability should be defined.

The Information Technology Department shall make sure all equipment and systems comply with local laws and regulations regarding surveillance such as issuances and circulars of the Philippine National Police (PNP), and Department of the Interior and Local Government (DILG). The installation should also comply with the Hospital's policies, administrative orders of the Department of Health (DOH), and privacy regulations of the National Privacy Commission (NPC).

Reasonable and appropriate safeguards shall be implemented to ensure and maintain the integrity and accuracy of the footage recorded and stored, including any associated metadata (e.g., time, date, and location) that may facilitate access requests for CCTV footage.

Please refer to ANNEX A: GUIDELINES ON CCTV MINIMUM REQUIREMENTS below as recommended by the National Police Commission (NAPOLCOM) and further endorsed by the Department of the Interior and Local Government for local business permits (DILG Memorandum Circular (MC) No. 2022-060).

3. Storage, Security, and Retention of Information

- 3.1 Footage recorded by CCTV cameras shall be stored securely, whereby its confidentiality, integrity, and availability are maintained and protected. The recorded footage shall be encrypted.
- 3.2 The CCTV footage shall be retained only for as long as necessary to fulfill the purposes for which the CCTV footage was obtained. Archived CCTV images shall not be kept unless otherwise reserved for a specific purpose to review the events of a crime or that the information needs to be studied further for any number of reasons. 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.





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3.3 All images not required for evidential purposes shall be automatically erased or overwritten within 30 days.

4. Maintenance Monitoring

- 4.1 The maintenance monitoring for the need of the CCTV cameras, including their location and effectiveness, shall be done annually and during immediate repair and inspection monitoring by the authorized personnel.
- 4.2 The CCTV Control operator shall report any problem or damage found to the Security Specialist for inspection and verification.
- 4.3 The Security Specialist shall file a Trouble Ticket of the problem to the IT Department.
- 4.4 Only the IT Department (and their designated assignees and Service Providers) are authorized to conduct installations, troubleshoots, repairs, re-focusing and re-angling, and removal of CCTV cameras in the Hospital.

The regular check and maintenance of CCTV systems shall ensure they are working properly and covering the intended areas effectively.

5. Public Awareness of Cameras

- 5.1 Clear and visible CCTV signage shall be placed at the perimeter of the Hospital, such as gates or entryways, to inform individuals that the premises are under video surveillance. The signage shall display a message such as "CCTV cameras in operation" or a similar warning, and shall be of sufficient size, color, and style to be easily noticed by anyone entering the area.
- 5.2 Additional CCTV notices shall be prominently displayed within key areas of the hospital, particularly at points of entry, lobbies, hallways, and other conspicuous locations, to ensure that staff, visitors, and patients are aware of ongoing video monitoring within the facility.





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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.

CCTV notices shall be visible and prominently displayed within the appropriate premises, such as points of entry or other conspicuous areas.

Sample Signage:



C) 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. The Control Room Operator shall 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. The request for CCTV review shall require a **REQUEST FOR CCTV FILE FORM** and a written Non-Conformity 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

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was requested.

6. CCTV recordings shall only be retrieved or released upon the approval of the President and CEO (through Engineering and General Services Division Head), or the designated Security Specialist, and solely for the purpose of investigating a specific crime or incident. Such requests shall be supported by a written Request Letter or Non-Conformity Report, documenting the reason for access.
7. Any attempt to maliciously access, destroy, alter, manipulate, or hack the CCTV system through internet or network connections constitutes a criminal offense and is punishable under Republic Act No. 10175, also known as the Cybercrime Prevention Act of 2012.
8. Any unauthorized access, theft of information, or destruction of footage or images from the CCTV system shall be subject to legal action and may be prosecuted under the provisions of the Data Privacy Act of 2012 (Republic Act No. 10173) and other applicable laws.

D) Control and Operation of Monitors and Cameras

1. CCTV Control Room shall be restricted, and only authorized persons shall be able to access 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 requests 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.
5. CCTV operators shall ideally view a limited number of monitors to maintain effective surveillance. Research suggests that a human operator can effectively monitor only four camera views at a time. Studies recommend that the number of cameras monitored by an operator shall not exceed 16, and effective monitoring may require breaks as short as every 30 minutes.





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II. Access

A) Access to the CCTV Control Room

- Only the designated CCTV Control operator shall be allowed to operate, navigate, review and compile footages acquired on the operations upon instruction/approval of the President and CEO only.
- The CCTV control room is a **RESTRICTED AREA**. Only the following persons are Authorized to enter:
 - President and CEO, and the Board of Directors
 - Management Committee
 - Security Specialist
 - Facilities Manager and Safety and Pollution Control Officer
 - CRO CCTV Control Room Operator
 - CRO Shift Supervisor and Security Guards Supervisor
 - IT Department Personnel (for hardware repair);
 - Other for Prior Approval:
 - Housekeeping (for cleaning purposes only)
 - Engineering Maintenance Personnel (for room internal repair).
 - Personnel with special access to the CCTV Room (for audit and monitoring purposes)
- All requests for access to the CCTV Control Room and review of footage shall be submitted through the Security Specialist. The President and CEO (through Engineering and General Services Division Head) shall be informed of these requests and provide the necessary approval before access is granted.
- Access logs for CCTV footage, including access requests, reproductions, and transfers, shall be regularly updated. These logs shall be accurately maintained to ensure proper tracking and accountability of all activities involving the CCTV system.



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B) Use of Video Footage Collected

1. All individuals requesting access to recorded CCTV footage shall adhere to the established procedures for requesting CCTV files and requesting the release of CCTV footage. These procedures shall be followed to ensure proper authorization and documentation of access.
2. Images obtained from CCTV recordings shall be used only for the specific purpose for which they were requested. Any other use, including unauthorized sharing or distribution, is strictly prohibited and may result in legal action. Recipient shall sign an NDA.
3. The Hospital shall only release and exhibit CCTV video footage as evidence in court upon the presentation of a valid court order. No footage shall be shared or displayed without proper legal authorization.
4. Law enforcement agencies, including the PNP, may use CCTV footage as evidence for identifying offenders and for prosecution, provided they follow the Hospital's established procedures for requesting review and release of CCTV footage, as outlined above.

C) Response to Request

1. Complying to valid request

All requests shall be acted upon without undue delay:

- 1.1 As part of due diligence, the Requesting Party shall file a valid request within 24 hours of incident using a Non-Conformity Report or Request Letter. Extensions for the submission may be permitted on a case-to-case basis.
- 1.2 For requests involving the viewing of CCTV footage only, the Security Specialist shall act upon the request within five (5) working days from its receipt.
- 1.3 For requests involving the release of the CCTV footage, the Security Specialist shall act upon the request within fifteen (7) working days from its receipt.
- 1.4 If the request is complex or involves numerous footages, the Security Specialist may extend the response period by up to fifteen (15) additional working days, whether the request is for viewing or for obtaining a copy.
- 1.5 In the event of an extension, the hospital shall notify the data subject or authorized representative in writing of the intended date of compliance and the reason for the



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extension.

- 1.6 A processing fee for the request of release of CCTV footage shall be charged to the Requesting Party. Official receipt shall be presented together with the attached documents.

2. Denial of request

Requests for access to CCTV footage may be denied upon appropriate evaluation.

The following are grounds for denial:

- 2.1 **Incomplete Information:** If the request for CCTV footage lacks the necessary information as outlined in Section 6 of the NPC Circular on CCTV; nevertheless, the data subject, their authorized representative, or a third party shall still be given a reasonable opportunity to amend the request and provide the complete information.
- 2.2 **Frivolous or Vexatious Requests:** If the access request is deemed without a legitimate or reasonable basis or is intended to harass or disturb the operations or personnel of the Hospital, based on the circumstances surrounding the request.
- 2.3 **Contrary to Law, Morals, or Public Policy:** If the purpose or manner of viewing or obtaining a copy of the footage is found to be unlawful, illegal, immoral, or unethical.
- 2.4 **Disproportionate Request:** If the request for CCTV footage is not appropriate or not related to the purpose stated by the requesting party.
- 2.5 **Unreasonable Burden or Expense:** If the burden or expense of providing access to the footage is deemed unreasonable or involves disproportionate effort on the part of the Hospital.
- 2.6 **Deleted Footage:** If the footage has already been deleted according to the Hospital's documented retention policy (Section 5(A)(8) of the NPC Circular on CCTV).
- 2.7 **Ongoing Criminal Investigation:** If the disclosure of footage could compromise an ongoing criminal investigation, as determined by the appropriate public authority. In this case, the President and CEO (through Engineering and General Services Division Head) or the delegated Security Specialist must provide written proof of this determination.

The President and CEO or the delegated Security Specialist can only deny a request after giving the data subject or third party a reasonable opportunity to amend the request. Shall a request for CCTV access be denied, the Security Specialist shall provide the requesting party with the reason for the denial within five (5) working days from receipt of the request provided, that the

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denial shall not serve as a bar for future requests by the same data subject or third party which complies with Section 6(A)(5) of the NPC Circular on CCTV on the sufficiency of details on the requested footage.

III. Audit and Review

1. The DPO and Security Specialist shall conduct audits at least once a year to ensure compliance with this policy and identify areas for improvement.
2. To uphold the principles of proportionality and data minimization, CCTV system reviews shall assess whether the processing purpose can be achieved through less intrusive means, and whether the personal data collected is limited to what is adequate, relevant, necessary, and not excessive.
3. Succeeding risk assessments and security audits shall also be conducted to identify any new privacy risks arising from changes to the system.
4. This policy shall be reviewed regularly and updated as necessary.



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Annex A:

Guidelines on CCTV minimum requirements

A) Camera

1. High-definition digital/IP base or at least two (2) megapixel digital camera;
2. 0.1 Lux minimum illumination;
3. 2.8 mm to 9.6 mm focal length;
4. Auto-iris focus lens (fixed/vari-focal);
5. 1/30s to 1/50,000s shutter speed;
6. 50-meter infrared range;
7. 120dB wide dynamic range;
8. Pan and tilt adjustment of zero (0) degrees to 180 degrees and rotate adjustment of zero (0) degrees to 360 degrees; and
9. Outdoor cameras must be vandal-proof with IP 66 weatherproof casing.

B) Video/Audio Input

1. Hybrid type (accepts digital and analog signal), minimum of four (4) camera input;
2. Video and audio stream input;
3. H.264 (Advanced video coding) video compression and G.711u audio compression
4. 30 frames-per-second (FPS) recording capability per camera;
5. Analog high definition input (1080p@25FPS, 1080p@30FPS, 720p@25FPS, 720p@30FPS);
6. Hard disk drive storage system with enough capacity to accommodate the prescribed retention period; and
7. Time stamping feature

C) Video and Audio Output

1. 720p or 1080p resolution
2. 30 FPS; and
3. At least ten (10) megabits per second (mbps) video bitrate and at least 64 kilobits (kbps) audio bitrate





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D) Other Specifications

1. At least four (4) cameras covering the areas of transaction and risks. Provided, that as far as practicable, one (1) camera shall be facing the street or entrance of the establishment with the actual number of cameras to depend on the size of the establishment and nature of business;
2. Centralized power supply for the video recorder and cameras; and
3. Uninterruptible power supply (UPS) to provide standard, reliable, and continuous back-up power to the video recorder and cameras.

Additional Support Requirements

The following shall be provided in RMCI utilizing the CCTV Cameras.

1. Installation of Peephole and door lock at the CCTV Control Room Main Door.
2. Issuance of Handheld Radio to the assigned CCTV Control Operator.





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PROCEDURE (SOP):

I. REQUESTING FOR REVIEW OF CCTV FOOTAGE

1. The Requesting Party fills out the REQUEST FOR CCTV FILE FORM and Non-Conformity Report (NCR) or Request Letter (hereinafter collectively, "Request"), providing full details of the reason for requesting access to the CCTV footage.
2. The Requesting Party submits the Form and Request to the Security Specialist for verification.
3. The Security Specialist verifies the Form and Request.
4. Once the request has been verified, the Security Specialist forwards the request to the CCTV Control Operator for playback.
5. The Security Specialist provides a Non-Disclosure Agreement to be accomplished by the Requesting Party before viewing the footage, and records the transaction in the CCTV Control Room Logbook.
6. The CCTV Control Operator conducts playback and shows the requested video footage.
7. The CCTV Control Operator provides feedback regarding the result of review of the Requesting Party.

II. REQUESTING FOR RELEASE OF CCTV FOOTAGE

1. The Requesting Party fills out the REQUEST FOR CCTV FILE FORM and Non-Conformity Report (NCR) or Request Letter, providing full details of the reason for requesting access to the CCTV footage.
2. The Requesting Party submits the form and request to the Security Specialist, following the procedures outlined above.
3. The Requesting Party then fills out the CCTV RELEASE FORM, together with a valid Court Order, to proceed with the request.
4. The Requesting Party submits accomplished Form and attachments 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 President and CEO (through Engineering and General Services Division Head).
8. The President and CEO recommends approval. If disapproved for any valid reason, the Security Specialist notifies the Requesting Party accordingly.
9. The President and CEO (through Engineering and General Services Division Head) returns the

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approved request to the Security Specialist. Security Specialist informs the requesting party to provide own CD/DVD, USB/external drive to be scanned and cleared by the IT Department.

10. Upon the receipt of the OR of the processing fee, 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 asks the Requesting Party to sign a Non-Disclosure Agreement (NDA).
13. The Security Specialist turns over the CD or DVD to the Requesting Party and writes the information of the footage in the CCTV Control Room Logbook for proper documentation.





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WORK INSTRUCTION:	
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.	
3. Verifies the incident report / request letter.	Security Specialist
4. Forwards the request to the CCTV Control Operator for playback.	
5. Conducts playback and shows the significant video.	CCTV Control Operator
6. Provides feedback regarding the result of the review of the requesting party.	
Requesting for Release of CCTV Footage	
1. Makes a written request of the CCTV File and incident report with complete details.	Requesting Party
2. Submits the requested documents to the Security Specialist.	
3. Accomplishes the CCTV Release Form.	
4. Submits accomplished form to the Security Specialist.	
5. Provides a storage device for the requested footage.	
6. Receives the accomplished form, reviews and verifies the request.	Security Specialist
7. Submits the form to the Engineering and General Services Division Officer.	







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MEMORIAL HOSPITAL

RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Engineering and General Services Division		POLICY NUMBER: DPOTMH-APP-SECU-P001-(01)	
TITLE/DESCRIPTION: POLICY ON THE OPERATION AND MANAGEMENT OF THE CCTV SYSTEM			
EFFECTIVE DATE: May 30, 2025	REVISION DUE: May 29, 2028	REPLACES NUMBER: DPOTMH-F-72-P01	NO. OF PAGES: 17 of 21
APPLIES TO: All employees of RMCI		POLICY TYPE: Administrative	

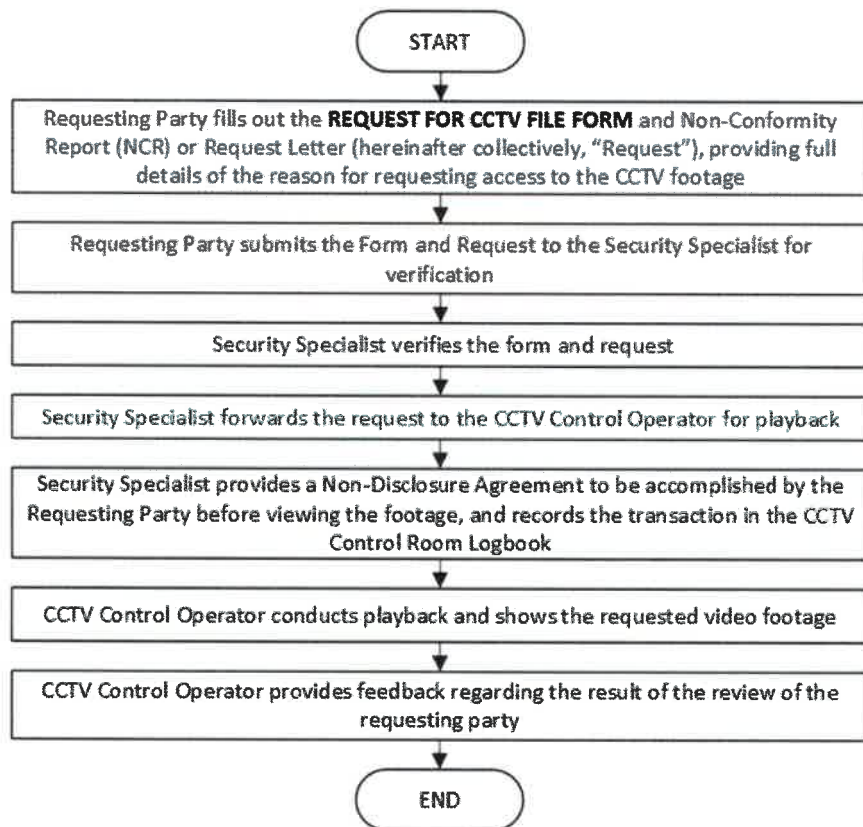
8. Informs the CCTV Control Operator to facilitate the request.	
9. Accomplishes the gate pass and asks the requesting party to sign the Non-disclosure Agreement.	
10. Turns over the CD/ DVD to the requesting party and writes the information of the footage in the logbook for proper documentation.	
11. Informs the requesting party to provide own CD/DVD, USB/external drive to be scanned and cleared by the IT Department.	
12. Approves or disapproves the request.	President and CEO (through Engineering and General Services Division Head)
13. Returns the approved request to the Security Specialist.	
14. 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



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WORK FLOW:

Requesting for Review of CCTV Footage





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DEPARTMENT:

Engineering and General Services Division

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TITLE/DESCRIPTION:

POLICY ON THE OPERATION AND MANAGEMENT OF THE CCTV SYSTEM

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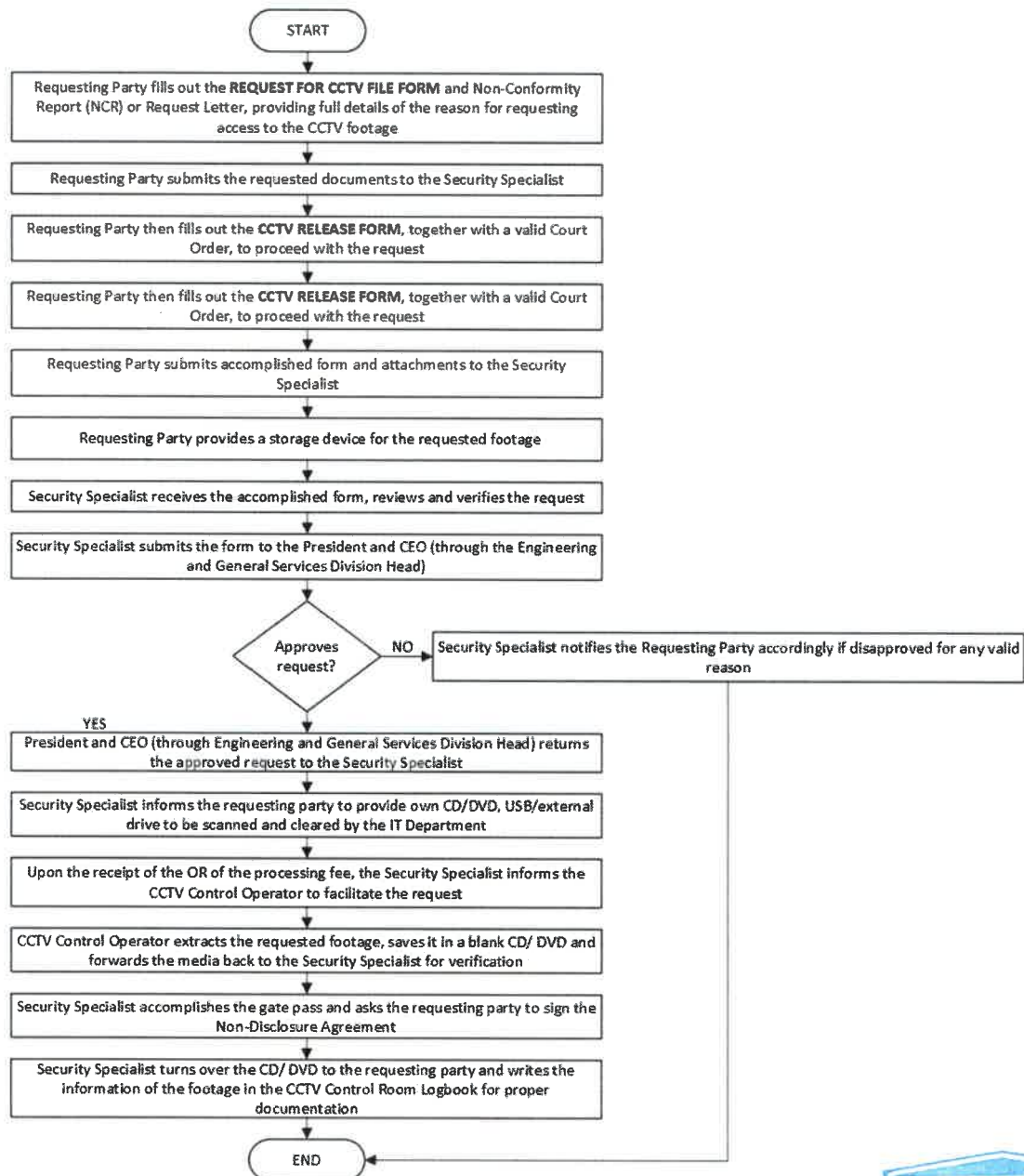
DPOTMH-F-72-P01

NO. OF PAGES: 19 of 21

APPLIES TO: All employees of RMCI

POLICY TYPE: Administrative

Requesting for Release of CCTV Footage





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FORMS:

1. DPOTMH-SEC-F004 1of 2 (01) - Request for CCTV file
2. DPOTMH-SEC-F004 2 of 2 (01) - CCTV Release Form
3. DPOTMH-DPO-F005 (01) – NDA for Guests
4. DPOTMH-QA-F001 (01) - NCR

EQUIPMENT: N/A

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DEPARTMENT: Engineering and General Services Division		POLICY NUMBER: DPOTMH-APP-SECU-P001-(01)	
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APPLIES TO: All employees of RMCI		POLICY TYPE: Administrative	

APPROVAL:				
	Name/Title	Signature	Date	TQM Stamp
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	NANCY B. HIZON Human Resources Division Head		06-04-25	
	JOSE PEPITO B. MALAPITAN, MD Medical Director		06-09-25	
	MA. ANTONIA S. GENSOLI, MD VP-Chief Medical Officer		6-19-25	
	SOCORRO VICTORIA L. DE LEON VP/ Chief Operating Officer		06/16/2025	
Final Approved by:	GENESIS GOLDI D. GOLINGAN President and Chief Executive Officer		07/01/25	

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