

# The University of Macau

## Rules for CCTV System Installation

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**Keywords:** CCTV camera, CCTV system installation, surveillance cameras, video-monitoring

**Summary of Changes** (according to proposal no.CMDO-ST.S/RTO/0088/2020 approved on 4 May 2020): updated the locations of the surveillance cameras(item 2.1.1); updated the aims and objectives of conducting video monitoring with adding new aims and adjust the wording of the existing aims(item 2.1.2); updated the purpose of video monitoring in the appendix with adding new purposes and adjust the wording of the existing purposes (Appendix3.1); upgraded the endorsement level of the applicants' side to vice rector level or above for the application of transferring past records.

## 1 INTRODUCTION

- 1.1 The rules on application of CCTV system installation is set to provide a procedural and approving standard for the request of CCTV monitoring changes on monitoring the UM properties in a way that enhances safety and security, but also respects the expectation of reasonable privacy of the campus community.

## 2 GENERAL RULES

### 2.1 Introduction

2.1.1 Video-monitoring facilities are installed within UM. The locations of the surveillance cameras include Security Centre and security control rooms, computer laboratories, laboratories, library, counters, lobbies, lifts, corridors, entrances and exits of all buildings and storerooms, entrance and exit barriers, roadways, car parks, swimming pool, club house, gym room, classroom, kitchen, food serving area, campus border and event venues;

2.1.2 UM conducts video monitoring, with the following aims and objectives:

- To safeguard UM's assets/properties and other legitimate interests;
- To protect employees' and students' safety and other legitimate interests;
- To appraise employees' and students' behavior;
- To facilitate academic and research activities;
- To ensure food safety;
- To collect data regarding activities held on campus.

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- 2.2 Requestor from faculties / units, residential colleges or laboratories wishing to change, install additional, or expand CCTV camera on monitoring UM properties should submit the “[Requisition form for CCTV monitoring changes](#)” to CMDO for approval. The application should include the following information:
- 2.2.1 A description of the safety or security issue justifying the request for CCTV changes;
  - 2.2.2 The number and proposed location of camera to be installed or changed;
  - 2.2.3 The one time and on-going funding source for equipment and maintenance;
  - 2.2.4 Whether the request of new installation needs to connect to existing central CCTV system;
  - 2.2.5 The name and job title of proposed real-time viewing personnel (the personnel will be prohibited from retrieving any of the past records);
  - 2.2.6 Justifications if requestor would prefer the new installation to be connected to the central CCTV system of the University.
- 2.3 Upon receipt of application, STS will examine the request respectively based on security management and technical considerations;
- 2.4 Head of STS reserves the right to decline the request, if:
- 2.4.1 The CCTV camera is installed at public areas, common areas and outlets;
  - 2.4.2 The CCTV camera is installed at locations which are not occupied by requestor;
  - 2.4.3 The captured area is not occupied by requestor;
  - 2.4.4 The installation of CCTV camera would be against the Personal Data Protection Act and UM privacy policy;
  - 2.4.5 The installation of CCTV camera is for monitoring personal properties or personal reasons;
  - 2.4.6 The reason for installing the CCTV camera is not well-justified;
  - 2.4.7 The reason for connection of proposed CCTV system to the existing central one is not well-justified;
  - 2.4.8 The connection of proposed CCTV system to the existing central one will have the negative impact on the processing speed and performance of the existing system.
  - 2.4.9 If the proposed changes or additions do not conform to system architecture, such as network connectivity issue, protocol compatibility issue and bandwidth limitation.
- 2.5 Taking the comments from Head of STS as reference, Director of CMDO will make the final decision of whether approving the request or not;
- 2.6 The installation and future repair/maintenance cost is to be settled by the requestor’s affiliated unit;

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2.7 The requestor shall inform CMDO of any changes regarding the cameras as well as the designated personnel list.

**3 OBLIGATION OF USERS**

3.1 The requestor and his/her affiliated unit is obliged to observe the [Personal Data Collection Statement \(Video Monitoring\)](#) and Guidelines for CCTV Record Handling (in appendix) at all times.

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**Appendix - Guidelines for CCTV Record Handling**

**1 PURPOSE**

- 1.1 This document sets out the guideline on handling CCTV records.
- 1.2 The objectives of this guideline are to:
  - 1.2.1 Formulate CCTV handling procedures which satisfy the requirements of University of Macau [Personal Data Collection Statement \(Video Monitoring\)](#);
  - 1.2.2 Define the application procedure for viewing and transfer of CCTV records.

**2 SCOPE**

This guideline applies to all legitimate applicants of CCTV review / transfer services.

**3 CONTENT**

- 3.1 Purposes of Video Monitoring
  - 3.1.1 To safeguard UM's assets/properties and other legitimate interests;
  - 3.1.2 To protect employees' and students' safety and other legitimate interests;
  - 3.1.3 To appraise employees' and students' behavior;
  - 3.1.4 To facilitate academic and research activities;
  - 3.1.5 To ensure food safety;
  - 3.1.6 To collect data regarding activities held on campus.
- 3.2 Access to Data Processed from Monitoring
  - 3.2.1 The personnel who are responsible for security monitoring (including in-house and outsourced security guards) are authorized to observe the immediate records, but they are prohibited to retrieve any of the past records.
  - 3.2.2 Designated personnel have the right to view and retrieve both the immediate and past records. They have the obligation to keep all data confidential.
  - 3.2.3 The personnel who are responsible for security monitoring (including in-house and outsourced security) have the right to refuse any unauthorized person from viewing/reviewing/transferring the immediate and past records, and changing the setting of the video monitoring facilities.

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### 3.3 Application for Viewing / Transfer of CCTV Records

#### 3.3.1 Application for viewing / transfer of CCTV records for purposes stated in 3.1

- 3.3.1.1 For application of viewing past records, applicants have to complete the form “[Application for Viewing CCTV Past Records](#)”;
- 3.3.1.2 For application of transferring past records, applicants (for University staff member or legitimate authority only) have to complete the form “[Application for the Transfer of CCTV Records](#)” and obtain the endorsement from their senior management (vice rector level or above) or provide the official letter from legitimate authority.
- 3.3.1.3 Applicants have to read and agree to the “[Personal Data Collection Statement \(Video Monitoring\)](#)” before submitting the form.
- 3.3.1.4 Applicants have to submit the form to Security and Transport Section or Security Centre during office hour.
- 3.3.1.5 After the authorized personnel have confirmed the requested record is retained, the application will be passed to Head of STS for approval of viewing application and Director of CMDO for approval of transfer application.
- 3.3.1.6 Upon approval, the authorized personnel will retrieve the record based on the defined procedures.
- 3.3.1.7 Applicants will be notified about the result by phone/email. Applicants are required to acknowledge the result by signing on the application form or replying email.

#### 3.3.2 Application for viewing / transfer of CCTV records for disciplinary investigations

- 3.3.2.1 For University staff and students who request to review CCTV past records for disciplinary investigations, they have to fill in the “Incident Report Form”.
- 3.3.2.2 Security team will handle the request based on the theft handling policy of University properties / private properties.
- 3.3.2.3 Applicants will be notified about the result by phone/email. Applicants are required to acknowledge the result by signing on the application form or replying email.

### 3.4 Data Retention Period

The above data will generally be retained for less than one month after the investigation and/or the verdict of the trial is completed.

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3.5 Consequences of Violation

Any person who violates this guideline is liable to disciplinary actions, including the possibility of dismissal.

4 ENQUIRIES

Email to: [sts.security@um.edu.mo](mailto:sts.security@um.edu.mo)