

Videcom Security Limited.

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GDPR: With the introduction of GDPR Videcom Security have already put in place updated procedures regarding how we store data and what data we store. We have also taken steps to ensure the security of our computer networks and meet the minimum requirements as outlined in Cyber Essentials.

As a CCTV and Access control installer we do not hold or manage customer data, this data remains the property of the customer and the access to this data by our staff is covered in our Acceptable Usage Policy which covers the use of computers, telephones and mobile devices both owned and operated by Videcom Security but also those owned and operated by our customers on their premises.

A copy of this policy is available for download and is updated from time to time to reflect changes in legislation, company policy or procedure.

Videcom may hold information on individuals and or companies used in our normal day to day business activities this data is typically names and addresses, telephone numbers and certain accounting information.

We may from time to time be given access to customer data, especially if configuring or rebuilding access control databases, in all cases unless otherwise specifically requested we do not retain this data. We may also remove from site systems that contain video data, these systems will typically be removed for repair or refurbishment, we do not access this data apart for the purpose of testing and any data is either destroyed or returned with the equipment.

Security of your security system: Your security system may hold data that falls within GDPR, this data may include for example: Stored Video Footage, Downloaded CCTV Material, Access Control Databases included history of movement and Number Plate or Facial Recognition Data.

Depending on the design and age of your system whether installed by Videcom or another contractor there is a risk that the security of your data falls short of best practice as described and expected by GDPR. This includes the use default or simple passwords, the implementation of firewalls and appropriate IT security measures, proper UAC control and conforming to your Code of Practice, especially data retention periods, as described in your ICO CCTV registration.

Videcom Security are in the process of producing a paid for service where we will visit your site, carry out an audit and review of the security of your security system, update systems with an appropriate password and IT Security Policy, document and update UAC and list data users, change engineer UAC to restrict access to recorded footage and check and update, where possible, IT security and Firewalls for Internet connected systems.

GDPR Statement: Unless specifically contracted to do so Videcom do not act in the role of Data Processor for their customers, we may assist customers with their downloading and reviewing of video data, but this is a technical role to assist the customer's data processor.

As part of our GDPR compliance we have already achieved Cyber Essentials Accreditation, demonstrating a good level of IT security competence, we are currently at time of writing, completing a more rigorous GDPR compliance. We have in place £1 Million Cyber Liability Insurance which is in addition to our Public/Products and Efficacy cover. Videcom on request are happy to provide our customers with information about the data we hold about them.



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Customer Requests: We are receiving requests from many of our customers concerned about the impacts of GDPR, you may well have received this letter following such a request. Until we have completed our own GDPR assessments, road mapped to complete in May we are not in a position to respond to any of these enquiries.

Where the enquiry has identified Videcom Security as a Data Processor we would ask that you review this as we do not provide this role except in specifically contracted roles.

We are here to help and offer support and advice to our customers, the impacts of the GDPR regulations on our industry is in parts still in discussion, as part of our roadmap to GDPR we have created a new area on our website where we will publish updates and links to resources for our customers. <https://videcomsecurity.co.uk/gdpr.html>

Bill Mead
Managing Director
Videcom Security Ltd
05 April 2018

Current Support Contracts with Videcom Security

