

Highways England Traffic Camera (HETC) Operational Terms and Conditions

1. Introduction

- 1.1 This document outlines policy for the usage and operation of the HETC web based CCTV system to ensure that the system is used in a safe and responsible manner.
- 1.2 The HETC web based CCTV system is a part of CCTV Public Access, a Highways England Operational System.
- 1.3 The HETC web based CCTV system has been designed with the emphasis placed on controlled secure access and being operated by responsible users.
- 1.4 The HETC web based CCTV system has been developed primarily for dissemination of CCTV images to Highways England stakeholders.
- 1.5 The “User” is defined as the authorised person who will have access to the HETC web based CCTV system and view CCTV Images and who must abide by these terms and conditions.
- 1.6 The “Administrator” is the administrator of the HETC web based CCTV system, appointed by Highways England.
- 1.7 The User may have control of cameras. This will be determined by the User permissions and defined by operational requirement of the third party organisation.
- 1.8 There is no exclusive use of the Highways England CCTV images.
- 1.9 This document shall be read by the User before access to the HETC web based CCTV system shall be granted.

2. Conditions of Use

- 2.1 The user shall be provided with their own username and password to access the system by the Administrator.
- 2.2 The User shall be notified of the activation of the HETC web based CCTV system account by an email from the Administrator.
- 2.3 Detected abuse or misuse of the HETC web based CCTV system shall result in the suspension of access of the HETC web based CCTV system. The Administrator will be responsible for reporting instances of abuse or misuse to Highways England. A representative from Highways England will contact the User to discuss this incident. Highways England has the right to suspend access to HETC web based CCTV system; the decision of Highways England will be final.
- 2.4 To enable “a Representative” to contact the alleged abuser, we will need an up to date contact number. The failure to provide such shall lead to suspension of access.

- 2.5 Potentially HETC web based CCTV system could display images of a distressing nature. By agreeing to this agreement, the User accepts that Highways England, Simulation Systems Ltd or any police force takes no responsibility for any trauma or distress, loss or liability caused to the user or persons viewing HETC web based CCTV system image content.
- 2.6 The User shall not leave a computer logged into the HETC web based CCTV system unattended.
- 2.7 The user shall not capture, store or pass any images to any other person or organisation under any circumstances. 2.3 above will apply if abuse is detected.
- 2.8 The User shall not use any interface other than that provided at <https://www.highwaystrafficcameras.co.uk>
- 2.9 The User shall have access to a limit of 6 cameras simultaneously.
- 2.10 The User shall not use the HETC web based CCTV system in a manner that contravenes the Human Rights Act of 1998 Article 8.
- 2.11 The User shall not demonstrate or rebroadcast HETC CCTV images to any third party or member of the public without the express permission of Highways England.

3. Acceptable Use

- 3.1 The User shall not divulge their username or password to any other party or organisation. Multiple logins will not be permitted.
- 3.2 The User agrees that any personal information obtained from using the HETC web based CCTV system shall remain confidential.
- 3.3 Access to the HETC web based CCTV system is granted partly on the basis of a potential user's employer, job role and business need. Should the User leave his/her current employment, the current employer and user shall notify the administrator immediately so that the account can be terminated. In the event that the User would require access to HETC web based CCTV system in their new role, the account details may be modified accordingly at the discretion of the Administrator. Failure to notify the administrator will be classed as abuse of the system and will result in the User account being terminated.
- 3.4 The User shall not use the HETC web based CCTV system in a manner that would cause offense or distress to any colleague, employee or general public.
- 3.5 To avoid any unauthorised access to the HETC web based CCTV system, the User shall logout from the system when they are not actively using it, or when leaving the computer used to access HETC web based CCTV system unattended.

4. Operational Use

- 4.1 Provision of images to the User is made without any guarantee of level of service or that access to images will be uninterrupted or error free.
- 4.2 The system administrator reserves the right to suspend operation of the HETC web based CCTV system to perform system maintenance.

4.3 Higher level Users (Police and RCC operators etc) reserve the right to blank images to lower level users.

5. Administration

5.1 The User accepts that his / her details will be stored in a secure database for administration purposes.

5.2 The User database will be reviewed on a monthly basis. Any accounts which have not been accessed within the previous 200 days will be disabled. Such accounts can be re-enabled on the request of the registered user, by sending an email to the Traffic Camera Service Help Desk at traffic_camera_services@highwaysengland.co.uk

6. For Information

6.1 The HETC web based CCTV system can be accessed from any internet enabled PC at <https://www.highwaystrafficcameras.co.uk>

6.2 The Administrator can be contacted at the Traffic Cameras Service Helpdesk email address: traffic_camera_services@highwaysengland.co.uk, or by using the feedback form which can be found under the 'Feedback' link on the HETC web based CCTV system homepage or the top of each page once User is logged in.

7. Data Protection

7.1 "Highways England manages the operations of the HETC web based CCTV system. The contact details you have provided are held by Highways England and are solely used to inform HETC web based CCTV system users of service failures or to advise of changes to the service. Any information you have provided will be held in a secure environment and will not be used for any other purpose. Highways England will not share your details with any other organisations or individuals. If you would like your contact details deleting at any time, please email the Traffic Cameras Help Desk traffic_camera_services@highwaysengland.co.uk. Highways England will delete your contact details with 24 hours of receiving notification from you. As valid contact details are a strict requirement of holding a HETC web based CCTV system user account, and user-requested deletion of contact details will also result in the removal of the associated account".

8. History & Review

Revision	Date	Comments	Author	Owner
Issue 1a	27 th September 2016	First Issue	Mike Trembeth	Niall O'Grady