

# The use of CCTV in Taxis and Private Hire Vehicles

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**“Key challenges and how to overcome them”**

# Key challenges and how to overcome them

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## **We will look at:**

- Identification of the need for cameras
- Privacy Impact Assessment
- Engagement with stakeholders
- Information Commissioner

# Key challenges and how to overcome them

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## **We will look at:**

- Know your stuff
- Implementation
- Anticipate problems
- Pitfalls and bear traps

# Key challenges and how to overcome them

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## Identification of the need for cameras



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## Identification of the need for cameras

- **Must be a clear, justifiable need for cameras**
- **Passenger Safety**
- **Driver Safety**
- **Consistency**

# Key challenges and how to overcome them

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## Privacy Impact Assessment



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# Key challenges and how to overcome them

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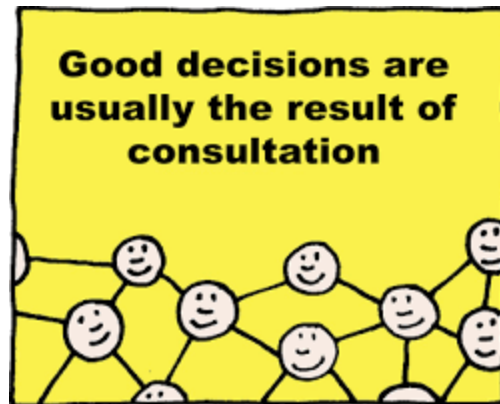
## Privacy Impact Assessment

- Required
- Think about the impact of what you are proposing
- Identify risks with your proposals
- It's all about proportionality
- What data will you be collecting, how will it be used / stored / viewed?
- Management controls
- Policies and procedures

# Key challenges and how to overcome them

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## Engagement with stakeholders





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## Engagement with stakeholders

- Trade
- Media
- Councillors / elected representatives
- Public
- Keep records / notes

# Key challenges and how to overcome them

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## Information Commissioner



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## Information Commissioner

- Need to be involved as soon as possible
- Privacy impact assessment
- Proportionality
- Advice and direction
- Avoid risks

# Key challenges and how to overcome them

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## Know your stuff



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## **Know your stuff**

- Data controller**
- Data protection laws**
- Policies / processes**
- Facts and figures**
- National / regional approach**

# Key challenges and how to overcome them

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## Implementation



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## Implementation

- Introduction of requirements
- Conditions
- Think ahead
- Grant / renewal
- Transition period

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## Anticipate problems





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## **Anticipate problems**

- Challenges from trade**
- Rumours**
- Clarity of requirements**
- Media interest**
- Suppliers / installers**

# Key challenges and how to overcome them

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## Pitfalls and beartraps



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## Pitfalls and beartraps

- **Supplier interpretation of requirements**
- **Installer interpretation of requirements**
- **Training / staff knowledge**
- **Whistleblowing**
- **Challenging misconceptions / misunderstandings**

# Key challenges and how to overcome them

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