



## **CCTV Systems in Licensed Taxis and PHV's**

The Public Carriage Office (PCO) has carried out a comprehensive review of the guidelines for CCTV systems installed in licensed London taxis and private hire vehicles in order to reflect current highest standards in this area. CCTV systems are installed for the purpose of improving driver and passenger safety and to assist the police in any possible investigations. Information relating to CCTV systems, their installation into the vehicle and relevant legislation are briefly covered in the guidance notes in this Notice. If required, more detailed guidance can be found in the 'Guidelines for CCTV Systems in licensed London Taxis and Private Hire Vehicles' on the PCO website [www.tfl.gov.uk/pco](http://www.tfl.gov.uk/pco)

### **CCTV Systems**

CCTV equipment to be fitted into vehicles should be checked to ensure an 'e' or 'CE' marking is displayed. Systems not so marked must **not** be fitted as they could interfere with other electrical safety devices and systems fitted in the vehicles such as the anti-lock braking system.

### **Installation of CCTV Systems**

CCTV systems must be installed in such a way that they do not present any danger to passengers and the driver. CCTV equipment must not obscure the driver's vision or be fitted such that it would prevent safety features like air bags operating correctly. All fixings should be permanent. Suction devices must **not** be used as these can detach in the event of an accident.

Screens for the purpose of viewing captured images must **not** be fitted.

All wiring must be permanent and compliant with the vehicle manufacturers and CCTV systems technical specifications.

Audio recording is **not** permitted except in specific circumstances, details of which can be found in the CCTV Code of Practice (2008) produced by the Information Commissioner's Office, or as specified by the 'Guidelines for CCTV Systems in Licensed London Taxis and Private Hire Vehicles' on the PCO website [www.tfl.gov.uk/pco](http://www.tfl.gov.uk/pco)

Captured images must be protected using approved encryption software which is designed to guard against the compromise of stored data, for example in the event of the vehicle or equipment being stolen.

The CCTV equipment installed must be capable of retaining images either within its own hard drive or by using a service provider who can provide secure transfer and storage facilities. Images must not be downloaded onto any kind of portable media (e.g. CDs, DVDs or memory sticks) at any time. In any event, data must only be retained for a maximum period of 31 days from the date of capture.

All vehicles fitted with CCTV **must display standard signage** that is visible to passengers informing them that a system is fitted and which contains the Data Controller's name and contact details. The signs can be obtained from PCO's Reception at Penton Street and SGS Inspection Centres from Monday 6 July.

### **Relevant Legislation**

Vehicle owners who have had a CCTV system installed into their vehicle/s must comply with the data protection principles set out in the Data Protection Act 1998 and will have legal responsibility under this Act for the installation and operation of this equipment and the capture, encryption, storage and use of images.

Any vehicle owner, who may be a company, organisation or individual, who has a CCTV system installed into a licensed vehicle **must register** with the Information Commissioner's Office. They can be contacted on 08456 306060 or [www.ico.gov.uk](http://www.ico.gov.uk). Evidence of registration **must** be produced if requested by an Authorised Officer of the PCO.

### **Further Enquiries**

For further information on CCTV system requirements contact the Vehicle Policy & Standards Team on 020 7126 1406.

A handwritten signature in black ink, appearing to read 'Mary Dowdye', enclosed within a large, hand-drawn oval shape.

**Mary Dowdye**  
**Head of Standards & Regulations**

**26 June 2009**

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