

# Vizzia - Non-actively monitored CCTV control room system - Service Definition Document

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## Service Definition Document: Non-actively monitored CCTV control room system

**Date:** January 2026

**Provider:** Vizzia

**Service:** Non-actively monitored CCTV control room system

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## 1. SERVICE OVERVIEW

### What the Service Is

The Vizzia **Non-Actively Monitored CCTV Control Room System** is a cloud-based CCTV management and incident review service that enables local authorities to **record, analyse, and review CCTV footage without continuous live human monitoring**.

The service relies on **continuous video recording** combined with **AI-assisted event detection** to identify potential incidents for subsequent review by authorised officers. Human operators access footage **reactively**, following alerts, reports, or scheduled reviews, rather than through real-time observation.

The system is designed to support compliant, proportionate surveillance in accordance with the **Surveillance Camera Code of Practice**, UK GDPR, and ICO guidance on non-live CCTV monitoring.

## Core Components

- **CCTV recording & secure storage**

Fixed or mobile cameras continuously record footage, which is securely transmitted and stored in the Vizzia cloud platform for later access and review.

- **AI-assisted event detection & indexing**

Computer vision models analyse recorded footage to detect predefined events or behaviours (e.g. fly-tipping, vehicle stopping, prohibited movements), automatically indexing and flagging relevant clips.

- **On-demand review & incident management interface**

A secure web-based control room interface allowing authorised officers to search, review, annotate, and export footage, log incidents, and manage evidence as required.

## Typical Use Case

1. CCTV cameras are deployed in public spaces or targeted monitoring zones and record footage continuously.
2. Video footage is securely transmitted to the Vizzia platform and stored in accordance with council retention policies.
3. AI models analyse footage and flag potential incidents for later review.
4. Authorised officers access the platform on demand to review flagged clips or investigate reported incidents.
5. Relevant footage is retained, documented, and exported where required for enforcement, investigation, or reporting purposes.

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## 2. DATA BACKUP, RESTORE & DISASTER RECOVERY

### Backup & Retention

- **Automatic backups:** All video footage backed up daily to AWS
- **Retention policy:** 31-90 days configurable per council policy (flagged incidents retained up to 12 months for prosecutions)

## 4. SERVICE CONSTRAINTS

### Technical Requirements

- **4G/5G coverage:** minimum coverage needed
- **Officer devices:** laptop/mobile device

### Maintenance Windows

- **Scheduled maintenance:** Monthly platform updates 2am-4am GMT Sundays (minimal disruption, cameras continue recording locally during maintenance)
  - **Notice:** 7 days advance notice for scheduled maintenance via email
  - **Emergency maintenance:** Unscheduled (rare), councils notified within 15 minutes if platform unavailable
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## 5. SERVICE LEVELS

### Support Hours

- **Standard support:** 9am-5pm GMT, Monday-Friday (email: [support@vizzia.com](mailto:support@vizzia.com))
    - Response time: <4 hours for non-critical queries, <1 hour for system-down issues
  - **Emergency support:** 24/7 for platform outages
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## 6. AFTER-SALES SUPPORT

### Included in Subscription

- **Technical support:** Unlimited email/phone support during support hours (platform issues, user training refreshers, troubleshooting)
  - **Software updates:** Automatic platform updates (new features, bug fixes, security patches) at no additional cost
  - **Compliance updates:** UK GDPR, Surveillance Camera Code changes reflected in platform (DPIA template updates, audit log enhancements)
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## 7. SECURITY

### Platform Security

- **Infrastructure:** AWS EU, Paris (SOC 2 Type II, ISO 27001 certified hosting)
- **Penetration testing:** Annual third-party pen tests (CREST-certified auditors), remediation within 30 days
- **Vulnerability management:** Monthly security patches applied, critical CVEs patched within 72 hours

### Data Protection

- **UK GDPR compliance:** Vizzia = data processor, councils = data controllers (Data Processing Agreement provided)
- **DPIA:** Pre-completed Data Protection Impact Assessment template (UK ICO guidance, Surveillance Camera Code references) provided to councils

## 8. SUPPORT CONTACTS

### Technical Support:

- Email: [support@vizzia.com](mailto:support@vizzia.com)

### Data Protection Officer (GDPR queries):

- Email: [support@vizzia.com](mailto:support@vizzia.com)
  - Response: <48 hours for GDPR/compliance questions
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