

Vizzia - Fly Tipping - Service Definition Document



Service Definition Document: Fly-Tipping Detection Software

Date: January 2026

Provider: Vizzia

Service: Fly-Tipping Detection Software (AI-powered cloud CCTV)

1. SERVICE OVERVIEW

What the Service Is

Vizzia Fly-Tipping Detection Software is a cloud-native video surveillance platform designed for UK local authorities to detect, deter and enforce against illegal waste dumping.

Core Components:

- **Mobile 4G/5G cameras** (solar-powered, rapid deployment to fly-tipping hotspots)
- **AI detection software** (fly-tipping alerts, ANPR vehicle identification)
- **Cloud enforcement platform** (secure web/mobile access for council officers to review footage, tag incidents, launch administrative procedure to issue FPNs)

Typical Use Case:

Council deploys cameras at 5-10 persistent fly-tipping hotspots (lay-bys, estates, parks). AI detects dumping events in real-time, captures vehicle registration plates, alerts officers via email. Officers log into platform, review evidence, export prosecution-ready clips, issue Fixed Penalty Notices with ANPR proof linking offender to incident.

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)
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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)
 - 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

Data Protection Officer (GDPR queries):

- Email: support@vizzia.com
 - Response: <48 hours for GDPR/compliance questions
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