

## TGC CCTV Privacy Notice

**TOYOTA GLOBAL CITY, INC. (TGC)** has installed closed-circuit television (CCTV) cameras within the building to monitor any unwanted or unsafe activity. In accordance with the Privacy Data Privacy Act of 2012, TGC must ensure that these CCTV cameras do not have unnecessary impact on our customers' and employees' privacy.

We have created a privacy policy to govern the collection, use and disclosure of images captured by CCTV cameras. This privacy policy is designed to inform you of our reasons for installing CCTV cameras and, where personal information has been collected, your rights in relation to that information.

Nothing in this privacy policy limits or excludes your rights under the Data Privacy Act of 2012, In its Implementing Rules and Regulations, the memorandum circulars issued by the National Privacy Commission...

### What information is being collected?

We have placed CCTV cameras within our building to monitor specific areas for security and safety purposes. These cameras may from time-to-time record footage of you, your family and friends as you pass through the CCTV camera area. We consider this footage to be your personal information, so we will be ensuring that it is managed as set out in this privacy policy.

### Purpose

The Employer aims to provide a safe and secure environment to protect its employees, customers, and the interest of its shareholders. Closed Circuit Television (CCTV) Cameras are installed and operated for one or more of the following purposes:

- Facilitate employees, customers, and public safety.
- Improve security and deter criminal activity within or outside the premises.
- Protect the employer's fittings/fixtures and assets.
- Record receipt and banking transactions for playback if an error has occurred.
- Monitor compliance with TMP technical standard within the workshop and cash handling techniques for cashier training purposes.
- Monitor trespass or unauthorized access to the premises.
- Monitor compliance with the employer's house rules company policies and workplace procedures.
- Capture information that could be used to investigate crime, a health and safety matter, employee, or customer incidents and/or misconduct.
- To assist in effectively managing the organization, particularly in training employees in customer service and conflict management.

### TOYOTA GLOBAL CITY, INC.

38<sup>th</sup> Street corner 11<sup>th</sup> Avenue Uptown Fort Bonifacio,  
Bonifacio Global City, Taguig City 1634  
Tel No. 8846-7777

- CCTV may also be used for ancillary purposes such as resource allocation and management.

## Scope

This policy applies to all employees, contractors, customers, and the public who may be on or near the employer's premises. This policy applies to non-covert CCTV operating on or around the employer's premises.

## Policy

1. The system may include, but is not limited to, a range of: CCTV cameras.
2. Cameras will be located at various places at the facilities, premises, and areas, and may be relocated from time to time. CCTV may cover (but is not limited to):
  - 2.1. Employee and Customer Entrance
  - 2.2. Parking Area
  - 2.3. Showroom
  - 2.4. Cashier
  - 2.5. Workshop
  - 2.6. Car wash bay
  - 2.7. Executive office
  - 2.8. Service and office Reception
  - 2.9. Parts warehouse
  - 2.10. Accessories counter
  - 2.11. Releasing area
  - 2.12. Server room
3. CCTV cameras are currently located in the following places:
  - 3.1. Employee and Customer Entrance
  - 3.2. 2<sup>nd</sup> floor reception counter
  - 3.3. 2292 Café
  - 3.4. Canteen
  - 3.5. Showroom
  - 3.6. Cashier
  - 3.7. Workshop
  - 3.8. Car wash bay

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- 3.9. Accessorizing Area
- 3.10. Service and office Reception
- 3.11. Parts warehouse
- 3.12. Accessories and Parts counter
- 3.13. Releasing area
- 3.14. Roof Deck
- 4. Employees will be notified if any cameras are relocated during their employment.
- 5. Cameras will record videos only.
- 6. Signages advising of CCTV equipment will be installed at entry points to the premises and close to the cameras where practicable. A list of CCTV operated areas will be listed on the website <https://toyotaglobalcity.com/privacy-policy/> and provided to employees during their induction process.
- 7. Any employee incidents or misconduct detected by CCTV will be handled in accordance with the employer's house rules, company policies, workplace procedures, code of conduct, or employee's individual employment agreements.
- 8. Any criminal activity recorded on CCTV will be handled in accordance with the house rules, company policies, workplace procedures, code of conduct, employee's individual employment agreements and in accordance with the requirements of a criminal investigation.
- 9. The placement of all CCTV equipment will not unreasonably intrude on the privacy of individuals.
- 10. All cameras may operate 24/7 per week to ensure the security of company assets.
- 11. List of Roles and User access.

<b>Full System Access to all CCTV camera features and programming</b>	Data Protection Officer Dealer IT personnel -
<b>Full system access to all CCTV camera features and programming for maintenance purposes</b>	Data Protection Officer Dealer IT personnel
<b>Majority system access for all CCTV cameras on their site including some programming ability, live view, playback and export</b>	Dealer IT personnel Admin Head Security Head
<b>Live view and playback (no export)</b>	Dealer IT personnel – Admin Staff Security Personnel

Live View only

Admin Staff

Security Personnel

## 12. CCTV footage storage

- 12.1. CCTV footage is stored on a secure hard drive attached to the NVR.
- 12.2. Access to the server is restricted to the authorized persons listed in clause 11.
- 12.3. CCTV footage will be recorded on the hard drive for 415 days before being overwritten in a continuous recording cycle. Where an incident or suspected incident has been identified, and with the approval of the owner, the footage may be retained for a further period as needed.

## 13. CCTV information access and the Police

- 13.1. At the employer's sole discretion, a copy of footage may be given to the Police where any criminal activity is suspected or was requested in accordance with Police procedure. Subject to review and verification of the request or subpoena.

## 14. CCTV information access by individuals

- 14.1. Recorded footage is confidential to the employer. All requests to view footage relating to individuals will be referred to the employer's Data Protection Officer (DPO)/Compliance Officer for Privacy (COP) for consideration.
- 14.2. At the DPO /COP discretion, they may approve persons or entities that data may be disclosed to.
- 14.3. A request by the public to view footage that contains information relating to other individuals must be in writing and will be dealt with as either:
  - 14.3.1. a matter to be referred to the Police or
  - 14.3.2. Where the footage requested for viewing only shows the individual who has made the request, the request will be dealt with in accordance with the Privacy Act of 2012.
- 14.4. Any request to view footage may be limited by the need to protect other persons' privacy. If a request to view the footage is unable to be granted without unreasonably breaching others' privacy, a written description may be provided by the employer of what they are doing in the footage.

## 15. Complaints

- 15.1. Any complaints about CCTV are to be forwarded in writing to the Data Protection Officer.

## How do you get in contact with us?

If you have any queries about this privacy policy, you can contact

**TOYOTA GLOBAL CITY, INC. (TGC)**

Postal Address: University Parkway corner 11th Avenue, Bonifacio Global City, Taguig City

Telephone no: (02) 8 846-7777

Email Address: [dpo@toyotaglobalcity.com](mailto:dpo@toyotaglobalcity.com)**1. Policy Review**

The review time frame of this policy will be annually.

**2. Effective Date**

Policy in effect from: 16 January 2023

Prepared By: JEFFREY N. DELA CRUZ	Date: JANUARY 16, 2023
Position: Data Protection Officer	Signature:
Approved By: ALEX J. MACAPAGAL	Date: JANUARY 16, 2023
Position: President	Signature:

Note to user: Please use this document to request a copy of recorded material.

**Request for a Copy of Recorded Material (CCTV Camera System)**

I request a copy of images recorded by **Toyota Global City, Inc.** camera surveillance system:

<b>Name:</b>			
<b>Camera Location:</b>			
<b>The image relates to the following:</b>			
<b>Time:</b>		<b>Date:</b>	
<b>Location:</b>			
<b>I require a copy of the images for the purpose of:</b>			
<b>I acknowledge that I will not make a copy of these images or disclose the images to any other persons unless lawfully required to do so.</b>			
<b>Name and Signature:</b>			
<b>Date:</b>		<b>Time:</b>	

**Admin Use:**

Information supplied? <input type="checkbox"/> Yes <input type="checkbox"/> No	Date:
Notified DPO /COP: <input type="checkbox"/> Yes <input type="checkbox"/> No	Date:
Name of signatory:	Signature:
Requester:	Department head/Manager
Approved for Access:	Received By:
Admin & or President	Security / IT

**NOTE: Must be completed by all persons requesting recorded information.**  
 For Customer concerns CDR will furnish this form on their behalf.  
 President's approval is necessary if incident involves is a MANCOM member.  
 scanned and emailed to: [dpo@toyotaglobalcity.com](mailto:dpo@toyotaglobalcity.com)

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