

### **Full guidelines for installation of inward-facing IVRDs**

- a. Taxi operators, private hire car (PHC) booking service operators, taxi/PHC owners and drivers must obtain LTA's approval to install inward-facing IVRDs. Approved installations can only be carried out at LTA-authorized installation centres.
- b. Taxi and PHC car owners who have installed authorized inward-facing IVRDs must affix signs or decals on the vehicles to notify passengers of the inward-facing IVRD.
- c. Taxi operators and PHC booking service operators must inform commuters if a taxi or private hire car installed with an inward-facing IVRD is being despatched to them.

#### LTA-authorized installation centres must abide by the following requirements:

- d. Authorized installation centres will be responsible for carrying out periodic checks to ensure that the inward-facing IVRDs have not been tampered with, and must report any indication of tampering or non-compliance with LTA's guidelines to LTA immediately.
- e. Authorized installation centres must install the IVRDs in accordance to the manufacturer's specifications, ensure the devices are installed safely and in accordance with the further guidelines stated below.
- f. Authorized installation centres must ensure that the IVRDs are secured to prevent any unauthorised access to and downloading of the stored data (e.g. locking the memory card slot, blocking the micro USB port).
- g. Authorized installation centres must ensure that the IVRDs can record audio and video as specified.
- h. Authorized installation centres must ensure that IVRD recordings can only be retained for a maximum of seven days. This is to reduce the risk of misuse of the recordings. Drivers and passengers are encouraged to promptly lodge a report of any incident that may require the use of the IVRD recording.
- i. Authorized installation centres must ensure that all records created by the IVRD must have a date and time stamp shown clearly, as well as the vehicle licence plate number, to facilitate investigations in the event of misuse of the records.
- j. Authorized installation centres must keep detailed records of every vehicle installed with IVRDs and provide such records to LTA when required.

LTA-authorized data controllers must abide by the following requirements:

- k. Authorized data controllers must safeguard the data properly.
- l. Authorized data controllers must ensure that only authorized personnel can access the data.
- m. Authorized data controllers must ensure that the data is managed in a segregated manner.
- n. Authorized data controllers must ensure that requests for and access to the data are documented in the record management system.
- o. Authorized data controllers must seek LTA's approval on requests for data if they do not fall under pre-approved areas such as government agencies' investigations.
- p. Authorized data controllers must comply with all laws and regulations relating to the protection of personal data, including the Personal Data Protection Act and related regulations.
- q. Authorized data controllers must keep detailed records of all requests for data and record all investigations which use the data.