

# BigChange Camera GDPR Q&A

Version 4

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## Introduction

The BigChange in-cab cameras help protect your drivers and your business against many of the risks associated with driving for work. They can also help raise driving standards and lower insurance premiums. To achieve this, the cameras record and save video footage to the BigChange application when they detect a driving 'event', i.e. the detection of driving behaviour that may pose a risk, such as distraction, drowsiness or smoking. The data generated by the camera falls under the jurisdiction of GDPR (General Data Protection Regulation) that govern the generation, storage and processing of personal data. This document provides business owners, managers and administration personnel with what they need to know about their rights and responsibilities with regards to personal data captured, stored and processed by these cameras.

## What kind of personal data is processed by the cameras?

Personal data is any data that could be used to identify a person, either on its own or with other data. The personal data captured, stored and processed by these cameras and BigChange is event-based footage of the driver, and of any passengers in the vehicle. In addition to the 'event' based footage uploaded to BigChange, the cameras continuously record footage to the camera SD card.

## Under GDPR legislation what are the roles of BigChange, its customers and their employees?

The roles are as follows:

- The driver of the vehicle, and any passenger in the vehicle during a driving event, are the **Data Subjects**: they are individuals with rights relating to their personal data under GDPR legislation.
- The company employing the driver, and buying the camera is the **Data Controller**: they have responsibilities to the Data Subjects to ensure that their personal data is looked after and only processed by suppliers they have risk assessed and approved.
- BigChange is the supplier and the **Data Processor**: they have responsibilities to properly capture, store and process the personal data and to properly risk assess and approve any sub-processors they use for the service.
- BigChange's supplier, LightMetrics, is the **Sub-Processor**. They have an agreement with BigChange to capture, process and store the personal data according to BigChange's for the purposes described above.

## Who needs to be informed about the cameras?

All **drivers** must be informed about the cameras, by their employers (the Data Controllers), including when video footage is captured and stored. It is important that drivers understand their responsibilities to inform their passengers about the cameras.

All **passengers** must be informed about the cameras by the drivers or the Data Controller. **Back-office staff** should be informed by their managers of the need to keep the footage secure, and what regimes should be in place to protect any downloaded video footage.

### **Why is the camera footage stored and processed?**

Camera footage is processed and stored in the BigChange application when there is a driving 'event', i.e. driving behaviour is detected that may pose a risk such as distraction, drowsiness or smoking. It is stored so that it can be retrieved for a review of the event(s) by those with the right back-office permissions in BigChange. The event footage may also be retrieved or viewed by BigChange or LightMetrics for customer support purposes.

Continuous video footage is recorded and stored on the camera's SD card for approximately two weeks to one month depending on driving time and the capacity of the SD card. Once the SD card is full it is over-written. This footage is also accessible via BigChange.

Video footage is not used by LightMetrics or by BigChange for training AI algorithms or for any other product development purposes unless businesses and their drivers choose to opt-in to supporting product development in this way.

### **How long is the camera footage stored for?**

The driving 'event' clips are stored and can be accessed via the BigChange application for 2 months for those on the Shield service package and 6 months for those on the Advanced package. After this the clips are deleted and cannot be retrieved. If a clip is downloaded by the back-office team at your business you must ensure that this is only accessible by staff who need to have access to this data, and that you have a regime to regularly delete this data when it is no longer needed.

### **Where is the video footage stored and processed?**

The video clips are securely stored in the US. BigChange RoadCrew may access the video clips for support purposes in the UK. Occasionally they may need to escalate to LightMetrics Support, who are based in secure environments in the US and India. Data transfers to LightMetrics are governed by a Data Processing Agreement with Standard Contractual Clauses and appropriate security controls. The data transfers have been risk assessed by BigChange.

### **Do the cameras record audio?**

No, there is no audio recording on the cameras.

### **Can the cameras be switched off if the engineer is using the vehicle for personal use?**

Businesses can enable the option of a private driving mode for their drivers. When this is enabled, drivers can switch the camera to private mode, and it will not record. Please talk to BigChange if you want to enable this setting.

## Could this video footage be the subject of a Data Subject Access Request (DSAR)?

Yes, this footage contains personal data and Data Subjects have the right to request a Data Controller to provide them with their personal data. In the event of a DSAR, BigChange will provide the Data Controller with a list of video clips where that resource was associated with a job. If a passenger raises a DSAR, the Data Controller would need to provide BigChange with a list of journeys for which the Data Subject was a passenger. The Data Controller can also download full video footage from the SD card.

## How can video footage on the camera be accessed?

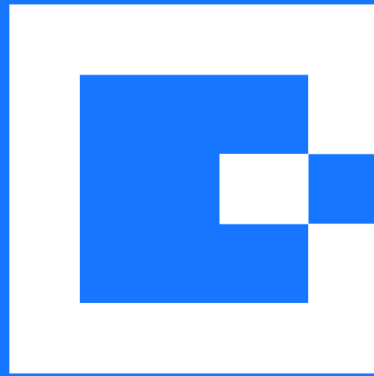
The data on the camera is stored on the SD card and can be downloaded from this if required. When the SD is full the footage is over-written and is no longer accessible. Video footage on the SD card can also be accessed by BigChange if requested by the Data Controller. Driver behaviour 'event' footage is available to those with the appropriate admin credentials in BigChange.

## As Data Controller, what are my responsibilities and where can I get help?

The ICO publishes advice on the responsibilities of all parties under GDPR legislation. The Data Controller should complete a Data Protection Impact Assessment (DPIA) when collecting and storing personal information (such as installing driver facing cameras). A link to the Information Commissioner's Office (ICO) providing guidance on what a DPIA is and how to complete one is [here](#).

The ICO has published specific advice on the use of cameras including guidance on the considerations that the Data Controller should include in the DPIA and case study examples. The link to this guidance may be found [here](#)).

Should you have any questions on data protection relating to camera technology (or any other aspect of data protection and BigChange's services) please contact your Customer Success manager or BigChange's Data Protection Officer at [DPO@bigchange.com](mailto:DPO@bigchange.com).



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