CARGO HANDLING
CORPORATION LIMITED

CCTV
POLICY

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1. INTRODUCTION

- The Port is a restricted area and access to it is controlled by the relevant authorities.
- Mauritius is required to comply with the Safety of Life at Sea (SOLAS) Convention including the International Ship and Port Facility Security (ISPS) Code. Moreover, the Ports Act provides for the enforcement of security in the Port Area.
- The Cargo Handling Corporation Limited (CHCL) is a major port operator and has to comply with security requirements of the Port.
- This policy outlines the way CHCL uses Closed-Circuit Television (CCTV) system to protect its premises, assets, staff, and visitors. The policy is in compliance with the Data Protection Act 2017 (DPA).

2. PURPOSES

The purpose of installing CCTV cameras at CHCL is to:

- Enhance the safety and security of staff, visitors, equipment, assets and cargo
- Monitor and deter unauthorized access and criminal activities
- Support investigations into incidents occurring on company premises
- Ensure compliance with operational procedures and safety standards

3. SCOPE

Cameras are strategically installed across CHCL premises.

CCTV cameras are installed at the following locations:

- Main entrance and exit points
- Terminals
- Administrative offices
- Vehicle loading and unloading zones
- Perimeter fencing
- Gate operations and control room

CHCL is the Controller for the videos/images on the CCTV system.
The CCTV footage is handled in accordance with the Data Protection Policy and the viewing and distribution of CCTV footage is strictly limited to authorised parties.

Any recorded images will be considered personal data and will be subject to the protections outlined in the DPA.
The CCTV cameras are only used for the purposes outlined at Section 2.
Whenever any person enters CHCL premises, some personal data are captured on the CCTV system.
The CCTV system is not used to monitor the work of employees in a manner that would infringe their privacy rights.

The system provides 24/7 recording across all monitored areas. The use of CCTV cameras complies strictly with the Data Protection Act 2017.

4. SIGNAGE/NOTIFICATION

Adequate signs are placed at relevant locations to inform staff, visitors and members of the public that the CCTV is in operation.

The sign and notification must be placed at all entrances and should specify:
(i) the purpose/s for which the surveillance is being carried out
(ii) CHCL name
(iii) CHCL contact details

5. RETENTION PERIOD AND BACKUP

The system is configured for automatic overwriting after 1 month with manual intervention by the Security Officer only required for "locking" footage needed for investigations as outline below:

- CCTV footage will be retained for a minimum of 1 month from the date of recording and the images will be automatically overwritten thereafter, unless required for investigations or legal proceedings.
- Footage showing criminal activity will be retained for as long as necessary for legal or disciplinary action.
- Deletion of footage will be managed by the Security Officer. Procedure of deletion should have the clearance of the Port Facility Security Officer (PFSO) which will be logged in the system for prevention of unauthorised deletion by a sole security officer. Deletion of footage must be also formally approved by an authorised representative of Management.
- Backups of CCTV footage will be performed periodically and stored securely on external drive.

6. SECURITY MEASURES

CHCL will ensure compliance with Section 31 of the Data Protection Act 2017 stipulating the implementation of all appropriate security and organisational measures to prevent any unauthorised access, alteration, disclosure, accidental loss, and destruction of CCTV footage.

Cameras are monitored in the CCTV Control Room, which is a restricted area.

The security measures that CHCL provides for protecting the CCTV footage are:

- only authorised personnel will get access to the CCTV Room upon appropriate Management approval
- having an audit trail to monitor staff access to the footage
- using password protection to manage staff access to stored footage
- transmitting and storing of stored footage in encrypted form

- doing regular audits of system security

7. DISCLOSURE OF CCTV FOOTAGE

Disclosures of recorded materials, subject to their availability, will be limited to the following:

- To law enforcement agencies for the purpose of crime prevention and investigation, including the Police.
- To authorised internal personnel for disciplinary or operational review.

Footage will not be disclosed to unauthorized third parties, the media, or published online.

8. REQUEST FOR ACCESS OF CCTV FOOTAGE

Requests for access to CCTV footage must be made in compliance with the Data Protection Act.

The access requests are subject to statutory conditions and should be made via email to registry@chcl.mu or in writing to the Managing Director, CHCL Administration Building, Mer Rouge Port Louis.

9. PROCEDURES TO HANDLE INCIDENTS

- All incidents captured by CCTV must be reported to Management, through the head of security (PFSO), immediately.
- An internal investigation will be initiated where necessary.
- Staff found to be in breach of this Policy may be subject to disciplinary action.

10. RESPONSIBILITIES

- **Data Protection Officer (DPO):** Ensures compliance with the Data Protection Act 2017 and oversees the implementation and review of this policy.
- **Port Facility Security Officer (PFSO):** Monitors the day-to-day operation of the CCTV system and report incidents and ensure the integrity and confidentiality of stored data. For that purpose, access to the CCTV Control Room should be restricted to authorised persons (Security Officers, the Security Coordinator and the Port Facility Security Officer) by means of Restricted Area Access using the existing facial recognition terminal granting access to those persons only. Other person getting access in the CCTV Control Room will log in and record the purpose of visit as well.
- **Maintenance Department:** Maintains the technical infrastructure of the CCTV system.
- **Maintenance Contractor:** Manages footage retention, deletion, and backup; and implements cybersecurity measures to protect against unauthorized access.
- **All Employees:** Must comply with this policy and report any misuse or concerns related to CCTV operations.

- **Management:** Oversees policy implementation and ensure compliance with relevant regulations; and approve access to recordings when necessary.

11. COMPLIANCE AND REVIEW

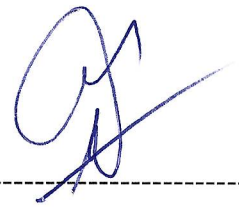
All processing of CCTV activities is conducted in full compliance with the Data Protection Act 2017 and this Policy. This Policy will be reviewed annually or as needed to reflect changes in legislation, technology, and best practices.

The review will be conducted by the Data Protection Officer in collaboration with the PFSO.

It is the responsibility of any person accessing the CHCL premises in the Port Area to view this Policy periodically and stay updated on modifications.

12. APPROVAL

This Policy is approved by the Board of Directors of the Cargo Handling Corporation Limited on 28 May 2026. And signed by:



Managing Director