

PSV Live View Implementation Checklist

A step-by-step checklist for coach and PSV operators deploying a live view camera system — covering compliance, driver communication, and system setup.

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Legal & Compliance

- ☐ Complete a Data Protection Impact Assessment (DPIA) for the camera system
- ☐ Confirm UK GDPR lawful basis for processing vehicle and driver footage
- ☐ Update your privacy notice to include live view access and retention periods
- ☐ Define footage retention periods (recommend 30–90 days) and document in policy
- ☐ Register live view usage with your Data Protection Officer (if applicable)
- ☐ Check ICO guidance on driver-facing cameras and confirm proportionality

Driver Communication

- ☐ Update employment contracts / vehicle usage agreements to include camera policy
- ☐ Brief all drivers at induction on: what cameras are fitted, when live view may be accessed, and why
- ☐ Confirm drivers understand that live view is event-driven, not continuous surveillance
- ☐ Decide whether in-cab notifications will be displayed when live view is active
- ☐ Provide a written policy document drivers can refer back to
- ☐ Log driver acknowledgements of the camera and live view policy

System Setup & Hardware

- ☐ Confirm MDVR model is compatible with the live view platform
- ☐ Fit 4G SIM cards in all vehicles to be monitored
- ☐ Verify signal coverage on typical routes (note rural black spots)
- ☐ Configure local storage capacity for 30–90 day footage retention
- ☐ Set g-force event thresholds for automatic incident clip upload
- ☐ Test live view streaming from at least one vehicle before fleet-wide rollout

Platform & Access Control

- ☐ Create user accounts with role-based access (fleet manager, transport manager, compliance)
- ☐ Restrict live view access to authorised personnel only
- ☐ Enable audit logging so access to live view and footage is recorded
- ☐ Configure alert notifications for g-force events and camera health issues
- ☐ Test incident clip auto-upload and cloud retention workflow
- ☐ Confirm mobile app access works for key users (iOS and Android)

Incident Response Process

- ☐ Define your First Notification of Loss (FNOL) process — who is notified, when, by whom
- ☐ Document the steps for retrieving and preserving footage after an incident
- ☐ Share the evidence retrieval process with your insurer and legal team
- ☐ Create a standard incident log template that includes footage reference details
- ☐ Train transport managers on how to download and export footage clips
- ☐ Review FORS incident management requirements and confirm alignment