

General

- (a) The following terms and conditions apply to the Services provided by the Company to the Customer as set out in the Contract Form. The Customer may accept this Agreement either in writing, by verbal agreement or implied by the Customer's conduct, whichever is the sooner and at which point a binding contract shall come into existence.
- (b) No terms, representations, additions, or variations other than these terms and conditions and the Contract Form shall be incorporated into the Agreement or binding on the Company. The Company may accept variations to the Contract in writing. Any terms or conditions contained in a Customer's order shall not be incorporated and shall not be binding on the Company and do not remove any of the Company's rights under this Agreement.
- (c) Where the Customer instructs the Company to carry out the Services and a signed copy of the Contract Form has not been received by the Company from the Customer within 28 days of commencement of Services, the Company's commencement of the Services will be deemed as the Customer's agreement to be bound by these terms and conditions.
- (d) The Agreement and the documents referred to in it constitute the entire agreement between the parties and supersedes all prior representations, negotiations and agreements concerning the Services.

1. Definitions

In this Agreement, the following expressions shall have the meanings as set out below:

Activation(s)	means a situation where a System is activated and a signal is received by the Alarm Receiving Centre (ARC) or Remote Video Response Centre (RVRC).
Agreement	means the contract between the Company and the Customer incorporating the Contract Form and these terms and conditions.
Analytics Configuration	means the configuration of CCTV Analytics (NVR Service) and/or Cloud Analytics (On-Line), including without limitation the positioning of detection zones, masking, sensitivity levels, schedules and any other parameters used for Filtering and event detection.
Application for Monitoring Form	means the application form for monitoring provided by the Company to the Customer for completion prior to the commencement of the Services.
Authorisation	means the Company's applicable Filtering authorisation and Cloud Analytics (On-Line) authorisation provided to the Company in accordance with Schedule 2.
CCTV Analytics (NVR Service)	means a method of providing enhanced analytics and detection of CCTV footage provided by services and software embedded within the NVR at a Monitored Site, which may be supplied by independent third-party software providers selected by the Company from time to time.
CCTV Analytics Providers	means CCTV analytics providers, including but not limited to: Calipsa, Umbo, DeepAlert, being independent third-party providers over which the Company has no direct control.
Cloud Analytics (On-Line)	means a method of providing enhanced 'AI' cloud analytics of CCTV footage by the use of "on-line" CCTV analytics
Communication Device	means, the electronic device that provides the transmission of the alarm or

	CCTV event through to the ARC or RVRC.
Company	means Careline Security Ltd trading as First County Monitoring Alarms Receiving Centre (ARC) and Remote Video Response Centre (RVRC).
Company Policies	means the policies concerning the procedures of the Control Centre available to the Customer prior to the Commencement of the Services or during the Services and as updated from time to time, including policies on the Filtering and verification of alarm signals and the use of CCTV Analytics (NVR Service) and Cloud Analytics (On-Line).
Contract Form	means the Company's form attached to these terms and conditions.
Control Centre	means the First County Monitoring Alarm Receiving Centre (ARC) and Remote Video Response Centre (RVRC).
Customer	means the person, organisation, limited company, sole proprietor(s) or partnership entering into the Agreement with the Company.
Effective Date	means the date on which the Contract Form is signed by both parties or there is deemed acceptance by the Customer in accordance with clause 1 of these terms and conditions.
End-User(s)	means the occupier or user of the Monitored Site as identified in the Application for Monitoring Form or as notified to the Company in writing from time to time.
False Activation	means an Activation received in the Control Centre where the details are not passed to the police and the Activation is cancelled.
Filtering	means a procedure whereby signalled alarm conditions are intentionally delayed and their status reviewed for the purpose of preventing unnecessary calls to the relevant emergency services or nominated contact by cancelling certain alarm conditions, where such cancellation is authorised by the user or responsible / authorised person of the Customer, as notified in writing to the Company
Key Holder(s)	means the nominated representative(s) of the End-Users who are to be alerted when the System activates.
Loss	means any and all loss (whether direct, indirect and/or consequential), liability, damages, costs (including but not limited to legal and other professional costs), interest, expenses, penalties, fines and demands arising out of any actions, proceedings or claims of whatever nature and howsoever brought.
Lone Worker Protection Device	means a portable device or mobile phone application designed to transmit emergency signals to the Control Centre.
Monitored Site	means the whole or the part of the Premises monitored. This may also be know as the 'system'
Monitored Site ARC Record	means the monitored site information and action requirements that the ARC holds in digital format on the Sentinel Alarm Handling system
Multiple False Activations	means 4 or more False Activations in a period of 1 hour.
NPCC	means the National Police Chief Council.
NPCC Policy	means the NPCC policy for Filtering and verification of alarms, cctv and lone worker alarms in force at the Effective Date and from time to time.
NSI	means the National Security Inspectorate Codes of Practice.
NVR	means Network Video Recorder.
Premises	means the protected premises for which the Company provides Services as

	agreed with the Company.
Service Charges	mean the charges set out in the Contract Form.
Services	shall mean the services as set out in the Contract Form and provided to the Customer.
SSAIB	means the Security Systems and Alarms Inspectorate Board.
System(s)	means the security system(s) belonging to the Customer or End-User and installed at the Premises.
URN	means the Unique Reference Number/ Police Scheme Number issued by a Policy Authority.

2. Customer Responsibility

- (a) The Customer shall provide the Company with all the necessary information as is required to provide the Services as set out in the Application for Monitoring Form and as may be requested by the Company from time to time. The Customer shall be responsible for the accuracy, adequacy and completeness of all such information and the Company may rely upon the accuracy, adequacy and completeness of the same.
- (b) The Customer shall without delay notify the Company in writing of any changes to any information provided, including Key Holder(s), URN, codes or duress words or numbers. No variation to any information or instruction will be accepted unless confirmed in writing prior to any variation taking effect.
- (c) The Customer shall give authority to the Company to operate an alarm Filtering and Cloud Analytics (online) policy in accordance with the Authorisation contained in Schedule 2.
- (d) The Customer agrees to notify and consult with End-Users, in writing, of Company Policies on the Filtering and Cloud Analytics (On-Line). The Customer shall ensure that the End-Users are provided with copies of Company Policies and that the End-Users agree to and approve of the Company Policies.
- (e) The Customer acknowledges that the operation of CCTV Analytics (NVR Service) and Cloud Analytics (On-Line) is intended to assist with the reduction of False Activations and that the Analytics Configuration (including, without limitation, sensitivity settings, detection zones, masking and schedules) involves a trade-off between the number of False Activations and the risk of failure to identify genuine incidents.
- (f) The Customer shall review and approve the Analytics Configuration for each Premises (including any material changes notified by the Company from time to time) and shall ensure that any information or instructions given to the Company in relation to Analytics Configuration are accurate, adequate and complete.
- (g) The Customer acknowledges that the effectiveness of CCTV Analytics (NVR Service) and Cloud Analytics (On-Line) depends on the design and installation of the System(s), including camera positioning, field of view, site layout, lighting conditions and network connectivity, all of which are outside the direct control of the Company, and agrees to keep such matters under review and to notify the Company promptly in writing of any material changes at the Premises which may affect the Services.
- (h) The Customer will comprehensively and adequately insure against all Loss and risks that the Customer could suffer as a result of the failure of the System(s) and anything outside of the control of the Company. The Customer acknowledges their responsibility to comprehensively and adequately insure the Premises, its contents and persons using the same, against “all risks” and agree to inform the Company in writing of any requirement by the Customer or their insurer to increase the amount of liability set by the Company shown in clause 7 if such insurance is conditional upon the same.
- (i) Where the Company provides message handling services the Customer shall inform the Company in writing of message handling instructions and any variations to these instructions in writing.

(j) The Customer shall indemnify and hold harmless the Company against all Loss suffered or incurred by the Company arising out of or in connection with: (i) the Company's actions and/or omissions in the Filtering of alarm signals and/or the use or application of CCTV Analytics (NVR Service) or Cloud Analytics (On-Line); (ii) a claim brought by an End-User or any third party against the Company in tort or otherwise in connection with the Services; (iii) any inaccuracy, inadequacy, errors, omissions or incompleteness of information provided by the Company to the Customer or the failure of the Customer's representative to respond to any information; (iv) any inaccuracy, inadequacy, errors, omissions or incompleteness of information provided by the Customer to the Company; (v) a failure of any signalling transmission pathways to correctly deliver alarm signals to the Company's monitoring equipment howsoever caused and for the avoidance of doubt the Company shall not be liable to the Customer for any Loss arising out of any such failure; (vi) any breach by the Customer of this Agreement or any applicable law or any negligence; (vii) the Company's reliance on or adherence to Customer provided information, instructions or notes; and (viii) the Customer's failure to update or confirm information, instructions or notes as required under these terms or as is otherwise necessary.

(k) Where the Customer resells or incorporates the Services into services provided to End-Users, the Customer shall ensure that its contracts with End-Users contain terms which limit and exclude the liability of the Company on terms no less protective than those set out in this Agreement, including in relation to Filtering and the use of CCTV Analytics (NVR Service) and Cloud Analytics (On-Line).

(l) The Customer's attention is drawn to clause 7 in these terms and conditions covering limits of liability.

(m) The Customer shall provide all instructions regarding alarm response procedures, including any special requests or deviations from standard protocols (such as instructions not to contact the site in the event of communications failure or other specific handling notes), in writing (via email, portal, or signed form). Verbal instructions may be noted on the Monitored Site ARC Record for operational purposes, but the Customer assumes full responsibility for confirming their accuracy in writing within [e.g., 7 days]. The Company shall be entitled to rely on any instructions provided by the Customer or their authorised representatives, and all notes on the Monitored Site ARC Record be deemed to have been provided or approved by the Customer unless the Customer notifies the Company in writing of any discrepancies within [e.g., 14 days] of receiving account updates or statements."

(n) The Customer shall participate in an annual review with the Company at such time and at such location as agreed between the Customer and the Company, including but not limited to a review of the Monitored Site ARC Record. As part of the annual review of site information [Customer File?] pursuant to this clause, the Customer shall also review and confirm in writing all special instructions, notes, and response protocols on their account. If the Customer fails to complete this review or confirm the details, the Company reserves the right to revert to standard response procedures and shall not be liable for any resulting issues or failures. The Customer must notify the Company immediately of any changes to instructions, and such changes will only take effect [e.g., 24 hours] after written receipt and acknowledgment by the Company."

3. False Activations

(a) The Customer and its End-Users shall keep the number of False Activations that arise during the course of this Agreement to a minimum.

(b) In the event of Multiple False Activations, the Company may at its sole discretion and at any time temporarily disconnect the System at the Premises ("Temporary Disconnection") and ignore all Activations from that System. The Company will use reasonable endeavours to contact a Key-Holder or other End-User contact (as notified in writing to the Company) following the Temporary Disconnection and the Company

may at its sole discretion apply Filtering and Cloud Analytics (On Line) and/or adjust the Analytics Configuration in accordance with the Authorisation and Company Policies. The System will be re-connected after a period of 2 hours from the commencement of the Temporary Disconnection. If the problem persists following the re-connection, the Company will use reasonable endeavours to contact the Key-Holder or other End-User contact (as notified to the Company) and the Customer and the System will be taken out of service ("Service Disconnection").

(c) The Company will not be liable for any Loss, including but not limited to any damage to property at the Premises or injury of persons at the Premises and any of the losses set out in clause 7(d)) incurred by the Customer or End-User arising out of or in connection with a Temporary Disconnection or Service Disconnection.

(d) The Company may at its sole discretion increase the Service Charges as a result of Multiple False Activations.

4. Company Responsibilities

(a) The Company will provide the Services with reasonable skill and care in consideration of the payment of the Charges.

(b) The Company will provide the Services compliant with the requirements of the NSI, SSAIB, applicable British Standards, and NPCC Policy and in accordance with Company Policies.

(c) The Company provides no warranty relating to performance or availability of CCTV Analytics Providers.

(d) Where the Services include CCTV Analytics (NVR Service) and/or Cloud Analytics (On-Line), the Company will use reasonable skill and care in configuring and applying such analytics in accordance with the Authorisation and Company Policies.

(e) The Customer acknowledges and agrees that the CCTV Analytics (NVR Service) and/or Cloud Analytics (On-Line) may generate False Activations and may fail to identify genuine incidents. The Company offers no guarantee that any particular incident will be detected, prevented or reported.

(f) The Control Centre will not contact the police unless a valid URN is in force for the Premises. Where a URN is in force the Control Centre will contact the police in accordance with the NPCC Policy for Filtering and verification of alarm signals. The Control Centre will use reasonable endeavours to contact a nominated Key Holder(s) where a URN has been withdrawn or where no URN has been issued.

(g) It shall be the Customer's responsibility to notify the Control Centre in writing of the restoration of police response.

(h) Signals received from a Lone Worker Protection Device will be forwarded to the police in compliance with the agreed procedures for passing Lone Worker Protection calls to the police.

(i) The Company shall maintain a record of any signals received and maintain such records for a period of 2 years minimum.

(j) Systems shall be subject to a 7-day period of test from the date of enabling to ensure satisfactory performance before the Company commences the Services. Where the Services include CCTV Analytics (NVR Service) and/or Cloud Analytics (On-Line), the Customer and/or End-User (via the Customer) shall participate in commissioning tests and shall confirm acceptance of the Analytics Configuration in writing (or via such electronic means as the Company may specify) before the Company commissions the Service. The Company will use reasonable endeavours to investigate and resolve any Customer complaints or dissatisfaction with the Services provided in a timely manner or to investigate and provide Customer feedback on any monitoring matters arising within 10 working days of notification.

(k) All warranties and conditions implied by common law, statute, trade usage or otherwise are excluded

and shall not form part of this Agreement to the extent permitted by law.

5. Terms of Payment

- (a) The Customer shall pay the Services Charges to the Company in accordance with this clause 6.
- (b) The Service Charges are due 30 days from the date of invoice issued by the Company.
- (c) Service Charges shall be payable for a minimum period of 12 months unless agreed otherwise in writing from the date the Services are provided to the Customer. The Customer agrees to pay the initial 12-month Service Charge in full and no refunds on cancellation will be payable within the initial 12-month monitoring period. Where the Company provides a Communication Device as set out in the Contract Form or any services supported by a network provider the Customer shall pay to the Company the initial 12 months Service Charge in full from the commencement of the Services and shall continue to pay the Company in advance on each anniversary or at an agreed time, following the enabled date.
- (d) In addition to the Service Charges, the Customer will pay:
 - (i) any additional charges as a result of an agreed variation to the Services;
 - (ii) any charges incurred by the Company imposed by a supplier or authority that will result in an increase to the Service Charges payable by the Customer in accordance with clause 6(i);
 - (iii) an increased Service Charge where there are Multiple False Activations in accordance with clause 4(d)
- (e) Where the Customer does not pay the Service Charges in accordance with this clause 6, the Customer will have the right to suspend the Services until such a time as the Customer pays any debt due in full to the Customer (“Suspension”). The Company will not be liable for any liabilities, costs, expenses, damages and losses (including but not limited to any damage to property at the Premises or injury of persons at the Premises and any of the losses set out in clause 7(d)) suffered or incurred by the Customer or End-User arising out of or in connection with any such Suspension.
- (f) The Company will not refund any payment to the Customer for any unused periods of monitoring following the cancellation of a Communication Device or Service or part thereof.
- (g) The Customer agrees to provide a minimum of 3 months’ notice in writing prior to requesting the cancellation of a network-supported service or a System that may be accepted in writing at the discretion of the Company.
- (h) The Company will not permit the transfer of any System to an alternative control centre unless the Customer has paid all outstanding Service Charges to the Company in full at the time of the transfer request.
- (i) The Company shall have the right to increase the Services Charges annually or at any time by giving the Customer one month’s written notice setting out the increase and the effective date from which such increase will be applied.
- (j) If payment is not received in accordance with the agreed terms of payment, the Company shall be entitled to charge interest on any outstanding amount at the rate of 5% above the Bank of England base rate applicable at the time the payment is due.

6. Limits of Liability

- (a) The following provisions set out the entire liability of the Company in respect of any breach of this Agreement and any representation, statement, tortious act or omission including negligence arising from or in connection with this Agreement.

- (b) Nothing in these terms and conditions limits the Company's liability for death or personal injury, caused by its negligence, fraud or any other liability that cannot be excluded by law.
- (c) Subject to clause 7(b) and 7(d), the Company's total aggregate liability shall be limited to:
- (i) £100,000 in respect of any loss, damage or destruction of the Customer and End-User's goods or property and any other goods or property at the Premises not belonging to the Customer or End-User;
 - (ii) £25,000 in respect of any and all liability (other than as set out in clause 7c(i)) whether arising out of the Company's negligence, breach of contract, statute or for any other reason.
- (d) The Company shall not be liable to the Customer in respect of any event of default, negligence or otherwise for the following (whether direct or indirect): loss of profits, goodwill, loss of use, wasted expenditure, loss of reputation, loss of production, loss of opportunity, loss of data, business interruption, and for and any type of special, indirect or consequential loss even if such special, indirect or consequential loss was foreseeable by the Company and/or the Company had been advised of the possibility of the End-User incurring the same.
- (e) The Company shall not be liable for any loss or damage suffered by the Customer, the End-User or any third party caused through circumstances beyond the control of the Company howsoever caused.
- (f) The Company shall not be liable for any Loss or damage suffered by the Customer, the End-User or any third party resulting from any failure, error, unavailability or incorrect operation of any CCTV Analytics (NVR Service) or Cloud Analytics (On-Line), including any failure to detect, classify or communicate any Activation or incident.
- (g) The Company shall not be liable for any Loss or damage suffered by the Customer, the End-User or any third party resulting from the failure to receive any transmitted signals for the Premises howsoever caused and specifically from any signals transmitted via internet service providers.
- (h) The Company shall not be liable for any Loss or damage suffered by the Customer or any third party until the monitored system has been in service for a period of 14 days from the date of enablement to the Control Centre and commissioned to the satisfaction of the Company.
- (i) Nothing in this Agreement shall confer any right of remedy upon the Customer to which it would not otherwise be legally entitled under law.
- (j) The Company shall not be liable for any Loss or damage suffered by the Customer, End-User or any third party as a result of Company Policy in relation to verifying or Filtering of signals in accordance with NPCC or other procedures relating to calls handling management and/or the application of CCTV Analytics (NVR Service) or Cloud Analytics (On-Line) in accordance with the Authorisation and Company Policies.
- (k) The Customer acknowledges and agrees that the Services are only intended and designed to reduce the risk of loss of and damage to property and injury to persons on the Premises to the extent that it is reasonably practicable in the provision of the Services. No guarantee can be given that the monitoring systems will activate or report correctly at all times and under all circumstances or that any CCTV Analytics (NVR Service) or Cloud Analytics (On-Line) will detect or correctly classify every incident, and the Customer shall indemnify and hold harmless the Company against all Loss arising from such failure.
- (l) The Company does not guarantee that the police or any authority will respond immediately or at all to any notifications or Activations received by it and the Company shall have no liability to the Customer or End-User in respect of any such failure to respond.
- (m) The Customer recognises and agrees that the Company has no knowledge of the value of the property that may be on the Premises and irrespective of the value of any such property the limits of liability above shall apply to this Agreement and any liability of the Company.

(n) The Company shall not be liable for any Loss suffered or incurred by the Customer, the End-User or any third party arising out of or in connection with: (i) the Company's actions and/or omissions in the Filtering of alarm signals and/or the use or application of CCTV Analytics (NVR Service) or Cloud Analytics (On-Line); (ii) a claim brought by an End-User or any third party against the Company in tort or otherwise in connection with the Services; (iii) any inaccuracy, inadequacy, errors, omissions or incompleteness of information provided by the Company to the Customer or the failure of the Customer's representative to respond to any information; (iv) any inaccuracy, inadequacy, errors, omissions or incompleteness of information provided by the Customer to the Company; (v) a failure of any signalling transmission pathways to correctly deliver alarm signals to the Company's monitoring equipment howsoever caused and for the avoidance of doubt the Company shall not be liable to the Customer for any Loss arising out of any such failure; (vi) any breach by the Customer of this Agreement or any applicable law or any negligence; (vii) the Company's reliance on or adherence to Customer provided information, instructions or notes; and (viii) the Customer's failure to update or confirm information, instructions or notes as required under these terms or as is otherwise necessary.

(o) The Company shall not be liable for any Loss arising from acting (or not acting) in accordance with instructions, notes, or information provided by the Customer, including but not limited to delays in response, failure to contact the site, or other deviations from standard procedures. This includes situations where such instructions lead to non-response during communications failures, break-ins, or other incidents. The Company shall also not be liable for any errors, omissions, or inaccuracies in Customer provided data that affect Service delivery.

7. Right of assignment and Disaster Recovery

The Company shall be entitled under NSI disaster recovery requirements to assign any or all of its liability to a subcontracted NSI Approved ARC/ RVRC. The Customer and End-User agree to a maximum period of 21 days to enable the Company to restore monitoring services and will indemnify the company against any Loss incurred resulting from disaster recovery arrangements.

8. Force Majeure

Where the Company is hindered or prevented from carrying out the terms of this Agreement by any reason beyond its control, including but not limited to: industrial action at its own Control Centre; war, insurrection; riot; government action; natural disaster; fire; flood; explosion; or act of God; then the Company's obligations under this agreement will be suspended until such cause has ceased to exist. If the force majeure event continues for a period of 180 days, the Company shall be entitled to terminate the agreement with the Customer without any liability whatsoever.

9. Termination for Breach of Agreement

If the Customer shall commit any breach of this agreement or any payment shall be in arrears more than 30 days, the Company may forthwith immediately by notice in writing to the Customer terminate this agreement without prejudice to its right to recover any sum of money due to the Company hereunder through legal action and the Company thereupon at its discretion shall be entitled to terminate any other Agreement that may exist with the Customer.

10. Variations

Registered address: Adelaide House, Vivars Way, Selby, North Yorkshire, YO8 8BE, United Kingdom
Tel: 01757 244445
Email: info@firstcountymonitoring.co.uk
Web: www.firstcountymonitoring.co.uk



No terms, representations, additions, or variations other than those embodied in this Agreement shall be binding upon the company unless accepted by the Company in writing.

11. Termination

(a) The Company may terminate this Agreement at its discretion or terminate the Services provided to one or more Premises immediately with without notice if:-

- (i) The Customer commits a breach of his obligations under this Agreement;
- (ii) The Customer is subject to a winding-up order, or a resolution for its voluntary winding-up is passed, or a receiver or receiver manager is appointed in respect of it, or possession is taken by or on behalf of any creditor of any of its property that is subject of a charge, or a voluntary arrangement is made for a composition of its debts or a scheme of arrangement is approved under any applicable insolvency legislation in respect of it, or an administration order is made or an administrator is appointed in respect of it, or the Customer enters into liquidation, administration, receivership or if the Customer is an individual in the case of permanent incapacity or bankruptcy or the Customer is unable to pay its debts;
- (iii) Any payments due to the Company from the Customer shall be overdue by more than 30 days;
- (iv) The Company is unable to retain the rights, consents or permits for the transmission of signals between any of the Premises being monitored and the Company's Control Centre.

(b) In the event the Customer wishes to transfer part of the Services to an alternate control centre, the Customer will request a transfer from the Company with three months' written notice of the desired transfer. The Company may agree to any such transfer in its absolute discretion and will only release Systems for transfer where all sums payable in respect of the System have been received in full by the Company. No refund will be paid to the Customer or End-User, for any unused portion of any digital communicator monitoring service; however, the Company may at its absolute discretion, and without prejudiced to any rights the Company is entitled to, make a pro-rata refund to the Customer for Services where the required period of notice has been received.

12. Duration

This Agreement shall, unless otherwise agreed in writing between the Company and the Customer or stipulated in the Contract Form, continue for a period of 12 months from the Effective Date and shall continue thereafter ("Renewal Term") until terminated by either party in accordance with clause 12 of the terms and conditions or if either party gives 3 months' notice to the other prior to the end of the Renewal Term.

13. Law and Jurisdiction

The agreement shall be subject to the Laws of England and the exclusive jurisdiction of the Courts of England.

14. Data Protection

(a) The Company shall process Customer and/or End-User personal data subject to the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other relevant UK legislation (together the "Data Protection Legislation").

(b) The Customer confirms that it has obtained or procured the End-User has obtained the consent of

individuals for their data to be processed by the Company.

(c) The Customer appoints the Company as a processor of personal data on its behalf, through the provision of the Services.

(d) The Company shall:

- (i) process personal data in accordance with the Customers instructions and Company Policies;
- (ii) take measures necessary to keep the data secure;
- (iii) comply with its obligations under Data Protection Legislation;
- (iv) delete or return all personal data subject to Company Policies;
- (v) maintain a valid ICO registration

(e) The Customer shall, or shall procure that each End-User, place signs indicating that CCTV surveillance is in operation.

FILTERING AND CLOUD ANALYTICS AUTHORISATION

False Alarm and Filtering Policy

This agreement authorises Alarm Receiving Centre to exercise discretion regarding the filtering of alarm information.

This agreement is made between FIRST COUNTY MONITORING, hereafter called the A.R.C (Alarm Receiving Centre), and the intruder alarm installing company named, hereafter called the installer and is made on the day of and shall remain in force until determined by either party in writing.

This agreement in association with the A.R.C Policy documents sets down the policy by which the A.R.C shall handle all signals received from the installers alarm and CCTV systems and gives authority to the A.R.C to exercise discretion in respect of the filtering out of alarm information received, whereby the signalled alarm conditions are intentionally delayed and /or filtered and their status reviewed with a view to preventing unnecessary calls being passed to the Police and/or Keyholders.

For CCTV systems, the A.R.C. reserves the right to implement AI/Analytic Alarm filtering to identify and control unwanted and false CCTV signal traffic. These services are provided by external suppliers and managed by FIRST COUNTY MONITORING.

Within the AI/Analytic Alarm filtering package the A.R.C. reserves the right to adjust and amend internal settings where appropriate.

The installer shall indemnify the A.R.C against any loss, damage or injury to the protected premises, or personnel, as a direct or indirect consequence of the A.R.C actions in filtering out of alarm information.

The installer shall consult with and advise the subscriber in writing of the agreement which exists between the installer and the A.R.C, to exercise discretion regarding the filtering of alarm information, and the installer shall make available to the subscriber a copy of the A.R.C filtering policy and enter into an agreement with the subscriber agreeing to the A.R.C exercising discretion, in respect of the filtering out of alarm information from the subscribers premises.

The A.R.C shall carry out filtering of alarm information in accordance with the NPCC Policy, BS5979, BS8418 and BS8243 Codes of Practice.