

Customer Guidance – video doorbell cameras and CCTV

People are permitted to use CCTV or video doorbells to keep themselves and their property safe from crime or antisocial behaviour. If you are installing CCTV around your home then Yorkshire Housing will need to give you permission to do this, however you don't need to ask our permission to put a video doorbell camera up.

I'm thinking about installing CCTV or putting up a video doorbell camera, what do I need to know?

There are some things that you need to consider when installing any recording device that captures footage of others.

Things to consider:

- What are your reasons for wanting CCTV?
- Could you use another way to protect your home such as better lighting or locks?
- What do you want the CCTV to record and view? (e.g. your front door, your driveway, your garden.)
- Does it need to record all the time?
- Does it need to record audio?
- Delete the footage regularly or automatically.
- If someone objects to being filmed, and you have no legitimate reason to film them, then it is advisable that you stop doing it.

How will my CCTV affect others?

It is important to consider other people's privacy when installing CCTV or a video doorbell.

Think about:

- Where you can position the CCTV to minimise intrusion on others
- Will the range of the camera include other neighbours gardens or pavements. If it does, consider using systems that have privacy filters or change the range and scope of the cameras so it only looks over what it needs to.

Letting people know about your CCTV system

Ensure that you are really clear to those around you when installing your CCTV system. You can do this by:

- informing your neighbour(s) about your system
- putting up a notice informing people that recording is taking place.
- you must make sure that the information is not used for any other purpose than protecting your property
- you will need to be aware of individuals' data protection rights and make sure you take steps to allow the people you record to exercise these rights (for example, you will need to respond appropriately to any subject access requests you receive from the people you record).

What do I need to know to make sure I am doing the right thing?

The Information Commissioner's Office (ICO) regulates and enforces the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA). If your CCTV system or doorbell captures images of people outside the boundary of your private domestic property – for example, from neighbours' homes or gardens, shared spaces such as corridors, or from public areas – then the GDPR and the DPA will apply to you. You will need to ensure your use of CCTV complies with these laws. If you do not, you may be subject to appropriate regulatory action by the ICO.

You must be aware of your responsibilities around the sharing of information. If you require more detail on this you can find this at **www.ico.org.uk**.

My neighbour has a camera on their flat door which overlooks my door and communal spaces, is this allowed?

If their CCTV system or doorbell captures images of people outside the boundary of their property – for example in a shared space such as corridors, or from public areas – then the GDPR and the DPA will apply to them and they must abide by these rules. Yorkshire Housing will only take action where people are using their CCTV to harass and intimidate others and this will be investigated under our ASB and Harassment Policy.

What do I do if I am unhappy with my neighbours CCTV/doorbell camera?

If you feel comfortable talking to your neighbour, then go and speak to them about what is upsetting you. Most people will be happy to listen to your view, they may even show you what their cameras can see or even move the camera to make you feel better.

Yorkshire Housing are unlikely to request that your neighbour takes their CCTV down. We will investigate cases where there is evidence of your neighbour using their CCTV in order to harass or intimidate you, this will be investigated under our ASB and Harassment Policy.

We are happy to refer you and your neighbour to mediation if you need some extra support speaking to your neighbour. Mediation can help you understand one another's point of view and help you move forward as neighbours. We use a mediation service called ADR mediation – you can find out more about their services at adrmediation.org.uk or ask us and we can send you a leaflet about their services. If you would like us to make a referral please let us know and we can arrange this for you.

A domestic CCTV system needs to be operated in a responsible way that respects the privacy of others.

My neighbour is harassing me with the use of their cameras, what can I do?

Harassment is unwanted behaviour that has happened two or more times and has made you feel distressed or threatened.

Most people install cameras for their own protection and safety and most people have no interest in what others are doing, it is really unusual for anyone to sit and watch their CCTV all day to see what their neighbours are up to. People will only usually access their CCTV when something has happened.

Where there is evidence of your neighbour saying things to you such as 'I was watching you on my cameras last night' or they are posting images of you in public forums from their CCTV, then Yorkshire Housing will investigate what is happening. You should also report this to the police. We want everyone to feel safe in their homes without fear of harassment or intimidation, so if this is happening please let us know.

Where can I find more information?

The ICO has published guidance on the use of domestic CCTV which will help you to better understand the obligations under data protection law.

If you have any questions about the use of domestic CCTV, you can contact the ICO at ico.org.uk/global/contact-us/ or call 0303 123 1113. If you require more detail on this you can find this at www.ico.org.uk.