

# Domestic CCTV



## Customer Information



### Can I install a CCTV camera on my Eildon home?

You must ask our permission (using the [Alterations Request Form available](#) on our website [www.eildon.org.uk](http://www.eildon.org.uk)) before you fix or mount CCTV cameras (including video doorbells) to our property or on our land.

If we grant permission, it will be on the condition that you comply with the UK General Data Protection Regulations and the Data Protection Act (2018).

### What are my legal responsibilities?

Try to point your CCTV camera away from their neighbours' homes and gardens, shared spaces or public streets as this could breach data protection regulations. If your CCTV system only captures images within the boundary of your home and garden you will be exempt from data protection legislation.

If your CCTV system captures images and audio recordings outside the boundary of your home and garden, for example from neighbours' homes or gardens, shared spaces such as corridors or communal gardens, or public areas, data protection law means that you need to follow certain rules.

1. tell people that you are using recording equipment by putting up signage;
2. in most circumstances, provide some of the recording if asked by a person whose images have been captured;
3. regularly or automatically delete footage;
4. in most circumstances, delete recordings of people if they ask; and
5. stop recording a person if they object to being recorded, but only if it is possible to do so. For example, if you can point the camera in a different direction but still use it for the same purposes, eg keeping your property safe.



### Can I check with you if my neighbour has permission to install CCTV?

Yes, you can contact your Housing Officer to find out if your neighbour has our permission to install CCTV. If they don't have permission, your Housing Officer will contact them to discuss their CCTV.

## What can you do if I am unhappy about someone using domestic CCTV to record me?

1. Contact the person – if you are concerned about talking to them in person, try writing them a letter.
2. Ask why they are using CCTV – people usually install domestic CCTV cameras and smart doorbells to monitor and protect personal property. They can make the user and their family feel safe. If you understand why they are recording, it may put your mind at ease.
3. Explain your concerns – the CCTV user may not understand why you are worried about being recorded. If you explain your reasons, they may change the position of the camera.
4. Ask to see what they are recording – the footage captured by the camera may not be as intrusive as you think. Seeing an example of what the camera records may make you feel less concerned.

## I am concerned about the installation of CCTV but do not wish to engage with my neighbour directly - what can I do?

You could use a mediation service if you don't want to raise the matter with your neighbour directly – your Housing Officer can make a referral.

If you feel that your neighbour is filming you inappropriately or to cause you harm, you could contact the police. However, it is unlikely that the police will consider using CCTV to record you as harassment without any other misconduct by the person.

## Can Eildon do anything as my landlord if I am concerned about the installation of CCTV and what is recorded?

We can advise tenants of their responsibilities to comply with legislation, but we cannot enforce this.

## Further Advice and Information

The Information Commissioners Office provides useful information and guidance on the use of domestic CCTV systems, the potential repercussions of not respecting the privacy of others, and also the rights of those being filmed by domestic CCTV systems.

If you think a user of domestic CCTV is not following the rules, you can complain to the Information Commissioners Office.

[Domestic CCTV systems | ICO](#)

### EILDON HOUSING ASSOCIATION – HOW TO CONTACT US



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[www.eildon.org.uk](http://www.eildon.org.uk)



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