

Guidance for Tenants: Using CCTV at Home

Your Responsibilities When Using CCTV at Your Property

As a tenant, you may wish to install domestic CCTV (Closed-Circuit Television) at your property for security or safety. If so, please read this guidance carefully.

1. **Do you need our approval?** If you live in a property with its own front door, that does not lead onto an internal common area such as a corridor, you must request our approval in writing for any installation that requires physical alterations to the property. For this type of property, our permission is not required for wireless CCTV that does not require alterations to the property.

Radius **does not give permission for tenants who live in an apartment** to install CCTV or make any alterations to internal or external communal areas of their building. This includes, but is not limited to, securing cables of equipment to walls, drilling into front doors to install a video doorbell etc. If a tenant in an apartment block requests permission to install CCTV, the Housing Officer will provide information on the current security set up at the scheme, review existing security measures to ensure they remain adequate and arrange for any actions required to improve the security set-up

2. **Does your camera capture record images or audio beyond the boundary of your address?**

You should position your camera to only capture within the boundary of your tenancy address. If the CCTV captures someone else's property, a public area or a communal space, consider repositioning your camera to only record within the boundary of your address.

Audio recording is highly intrusive. Where possible, CCTV should not record audio. If you decide to record audio, you must have a clear, legitimate reason for capturing audio. In most domestic situations, it will be hard to justify recording conversations. If you use audio, this must also be made clear in your signage.

3. **Tenants Using CCTV to record images or audio outside the tenancy address will be subject to data protection law. You must follow these rules to comply:**

- ✓ Have a clear reason for using the CCTV and make sure it doesn't record more than you need to
- ✓ Install signs clearly stating CCTV is in operation (and if audio is being recorded). Include contact details for the data controller (you or whoever manages the CCTV).

- ✓ Be prepared to respond to requests for footage.
- ✓ Delete footage regularly and only keep recordings for as long as necessary.
- ✓ Avoid using audio unless you can clearly justify it.
- ✓ Respect any objections raised and consider adjusting your setup. Stop recording if there isn't a sufficient legitimate reason to do so.

4. Your Role as a Data Controller

If your CCTV captures images or audio of people outside your household, you are considered a 'data controller' under the UK General Data Protection Regulation (UK GDPR).

As a data controller, you must:

- Respond to requests from individuals who ask to see footage that includes their image (Subject Access Requests).
- Have a legitimate reason for recording individuals, especially if they object to being recorded.
- Regularly delete old recordings and not keep footage longer than necessary.

Handling Complaints

If neighbours or others raise concerns about your CCTV system, take them seriously and review your setup.

For further concerns or complaints, individuals can contact the **Information Commissioner's Office (ICO)**:

The ICO (Information Commissioner's Office)
10th Floor, Causeway Tower,
9 James Street South,
Belfast,
BT2 8DN
Tel: 0303 123 1114

Please note: The ICO has limited powers to take direct action on domestic CCTV complaints but may investigate serious privacy concerns.

5. Complaints to Radius Housing

Inappropriate use of home CCTV may also be dealt with by Radius Housing under its Neighbourhood Management and Anti-Social Behaviour policies, for example if your CCTV system is intrusive, excessive, or in breach of data protection law.
