



SWINDON
BOROUGH COUNCIL

Residential CCTV and Ring doorbells

Are you considering, or already have CCTV or an audio/video recording device installed on your property?

If so, Swindon Borough Council MUST be informed of such and a request made to a Housing Enforcement Officer (ASBHEO@swindon.gov.uk), if you fail to notify us you may be in breach of your tenancy agreement as laid out in the following excerpts below:

3.12 Your right to make improvements - *You are not permitted, and have no right, to carry out improvements or alterations to your home unless you first get our permission in writing. Any improvements or alterations must be completed to our satisfaction. When the tenancy ends the improvements and alterations may become our property, or we may ask you to remove them and make good any damage, at your own expense. You may have the right to compensation for any improvements you have made to your home. You can find more details in your [tenants' handbook](#)*

4.11 Improvements and alterations - *You must get our written permission first and you must get any relevant planning permission, building regulations approval or electrical and/or gas certification. This includes:*

- *adding anything to, or altering, your home and fixtures or fittings or gas, electric, or water services such as installing an electric shower;*
- *putting up a radio or television aerial or satellite dish;*
- *decorating the outside of your home.*

4.11.1 *You must pay the reasonable cost of putting the property back to its original condition if any alteration, improvement or addition:*

- *was made without our written permission;*
- *does not meet our reasonable requirements if we have given permission.*

How can I use CCTV responsibly at my property?

You should ask yourself whether CCTV is actually the best way to improve your home security. Think about the following questions:

- Do I really need CCTV?
- Are there other things I could use to protect my home, such as better lighting?
- What is the most privacy-friendly way to set up the system?
- What areas do I want the cameras to capture?
- Can I position the cameras to avoid intruding on my neighbours' property or any shared or public spaces?
- Do I need to record the images, or is a live feed enough?
- Has my CCTV system got an audio-recording facility? Audio recording is very privacy-intrusive. Swindon Borough Council advise to disable audio recording.

Think about the problem you are trying to tackle, it will usually be to capture anti-social behaviour or criminality.

Swindon Borough Council encourage the use of [“Reportable”](#) and [“The Noise App”](#) which are both free to download from Google Play Store and The App Store on your smart devices. This is a far more effective way to capture and detail your complaint direct to your housing officer or housing enforcement officer.

Knowing the law and my responsibilities

If your CCTV captures images beyond your property boundary, such as your neighbours' property, communal areas or public streets and footpaths, then your use of the system is subject to the data protection laws.

This does not mean you are breaking the law. But it does mean that, as the CCTV user, you are a data controller. So you will need to comply with your legal obligations under the data protection laws.

You can still capture images, but you need to show you are doing it in ways that comply with the data protection laws and uphold the rights of the people whose images you are capturing.

Ensure that you limit how long you keep the footage for so it is kept for no longer than is required. You should securely delete footage on a regular basis.

The Information Commissioner's Office (ICO) enforces data protection law and has published the following:

- [Domestic CCTV systems - guidance for people using CCTV](#)
- [Domestic CCTV systems – guidance for people being filmed](#)

An [ICO helpline](#) - 0303 123 1113 - is available for queries on data protection, including the use of CCTV.

The domestic use of CCTV could be challenged if its use amounted to harassment under the *Protection from Harassment Act 1997*. The relevance of the legislation would depend on the specific circumstances.

Signs and Security

As an individual data controller you will need to:

- Let people know that you are capturing audio/video by putting up signs saying that recording is taking place compliant to General Data Protection Regulation (GDPR).
- Make sure that you are not capturing more footage than is required to achieve your purpose for using the system.
- Ensure the security of the footage you capture - in other words, holding it securely and making sure nobody can watch it without good reason. You should therefore be able to demonstrate that the system you are using meets any applicable standards.

An example of CCTV signage compliant to GDPR

