



**City of London Corporation**  
**Department of Community & Children's Services**  
**Housing Service**

**Closed-Circuit Television (CCTV) Policy**

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<b>Approved by:</b>	<b>Housing Management &amp; Almshouses Sub-Committee</b>
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## **1. Introduction**

This policy sets out our approach to the use of CCTV on our housing estates. Closed-circuit television (“CCTV”) systems are used on some estates to monitor public or communal spaces and help in the prevention and detection of crime and anti-social behaviour.

The presence of CCTV can provide reassurance to residents and visitors on our estates, but they must also have confidence that data captured on these cameras is handled in accordance with data protection principles.

Self-installed CCTV is a growing phenomenon, and this policy outlines our approach to the use of CCTV by private individuals on our estates.

## **2. Policy Scope**

This policy applies to City of London housing estates which we manage as part of the Housing Revenue Account (HRA).

The policy covers:

- CCTV systems (generally cameras, recording equipment and viewing screens)
- Self-contained image recording devices (e.g. doorbells with integrated cameras)
- Automated camera systems (e.g. Automatic Number Plate Recognition (ANPR) systems)

## **3. Policy Aims**

This policy aims to:

- ensure a consistent and proportionate approach to the use of CCTV and other recording equipment
- maintain the safety of our housing estates, and our residents, staff and members of the public who access our estates
- ensure that we process recordings with due regard to data protection regulations
- explain our approach to private use of CCTV systems by residents and commercial entities

## **4. General principles**

Under the Protection of Freedoms Act 2012, we must have regard to the *Surveillance Camera Code of Practice* (“the Code”), which sets out principles for the use of CCTV by public authorities.

In general, we will:

- Install CCTV only when there is a pressing need for it at a specific location
- Make clear the specified purpose for which the system is going to be used
- Carry out a Privacy Impact Assessment before any new installation, or the modification of an existing system
- Ensure that there are clear lines of responsibility and accountability for the CCTV systems that we operate as a landlord
- Have clear policies and procedures relating to the use of CCTV and the handling of data captured by such systems
- Ensure that all images and information are held securely and accessed only as necessary, by authorised staff, for legitimate purposes
- Consult affected residents before installing new or additional CCTV

## **5. Siting of Cameras**

If we install CCTV cameras, we will place them in relevant communal areas such as hallways, car parks, block entrances, cycle stores, stairwells, lifts and reception areas.

We will display clear and prominent signage stating that CCTV monitoring is in progress and identifying the data controller and their contact details.

## **6. Management of Systems**

We will keep a central register of all our CCTV systems, including the location and type of system in use.

We will ensure that our systems are regularly serviced and maintained and that components are updated or renewed as required. We will remove obsolete or inoperative parts if we cannot replace them.

## **7. Monitoring and Reviewing Data**

We do not continuously monitor our CCTV systems, and we will only access and review recorded images if there is sufficient reason to do so.

Reviewing footage can be time-consuming. If we receive a request to review footage, we will consider whether the staff time it will take to search for the recorded images is justified given the nature and seriousness of the reported incident. We reserve the right to decline a request to review recorded images if the event is trivial or cannot be narrowed down to a reasonable period.

## **8. Covert CCTV Surveillance**

*The Regulation of Investigatory Powers Act 2000 (as amended) and the Protection of Freedoms Act 2012 govern the use of covert surveillance by public authorities.*

We will comply with our obligations under these Acts and other relevant legislation, as well as the associated *Covert Surveillance and Property Interference Code of Practice*.

Covert surveillance of public areas on our estates will be police-led and will only be considered in exceptional circumstances when it is deemed to be both a necessary and proportionate step in response to a specific case of serious crime or anti-social behaviour (as defined in the legislation and guidance).

We will complete a full assessment of any privacy implications before seeking any authorisation for covert surveillance.

We will work with the City or Metropolitan Police to consider whether covert surveillance is justified in the case in question and to make the relevant application for approval.

## **9. Data Protection and Data Security**

The Housing Service will comply with the City of London's corporate [Data Subjects' Rights Policy](#) and relevant legislation.

Specifically, we will ensure that:

- We store all data captured by CCTV devices securely and use password protection. Data encryption may also be employed depending on the equipment in use
- Only authorised personnel have access to recording equipment and data held on these devices
- Data is accessed only as necessary
- Information is kept only as long as needed and deleted when no longer required
- We process data in accordance with the GDPR and Data Protection Act 2018 provisions and associated principles

We may share data with other agencies under data protection legislation and regulations, for instance when the police request CCTV images as part of a police investigation.

## **10. Subject Access Requests**

Individuals may only access recordings or images of themselves, which we hold on our CCTV data storage systems, by making a Subject Access Request (SAR). We will deal with all SARs in accordance with the Data Protection Act 2018 and our corporate *Data Subjects' Rights Policy*.

We will respond to any SAR within one month, explaining whether we can comply with the request and, if not, the reasons why.

When making a SAR, the data subject is required to provide enough information to enable us to identify them as being the subject of the information held on our systems.

All SARs should be sent to us at [information.officer@cityoflondon.gov.uk](mailto:information.officer@cityoflondon.gov.uk) or in writing to:

Information Compliance Team  
Comptroller and City Solicitor's Department  
City of London  
PO Box 270 Guildhall  
London EC2P 2EJ

## 11. Private CCTV and Recording Devices

***CCTV and video-enabled devices such as camera doorbells can provide welcome reassurance to householders and make people feel safer. However, these devices may also intrude on the privacy of others and cause people to feel harassed.***

***We ask any resident who is considering installing a device to think about whether it is really needed and to discuss their intentions with us before purchasing or installing CCTV or recording devices.***

***Residents are also directed to the guidance issued by the Information Commissioner's Office on domestic CCTV systems (available at [www.ico.gov.uk](http://www.ico.gov.uk)).***

### **General principles**

- ***Permission must always be sought from us before installing CCTV or recording devices if the installation will be affixed to City Corporation property or monitor an area under our management. There is no automatic right for residents to install CCTV on any property managed by the City of London***
- ***The use of CCTV must only be for domestic purposes such as improving the security of an individual residence, or the personal security of the household, and must not be used for public space surveillance***
- ***Private CCTV must not be used to carry out surveillance of neighbouring properties or specific individuals. It must not be intrusive or be used to harass or intimidate others***
- ***Audio recording is strongly discouraged as this has the potential to seriously intrude into the privacy of others***
- ***We reserve the right to remove unauthorised installations from our property without notice. The costs of removal and any repairs will be charged back to the person responsible***

### **Areas within the resident's property boundary**

- **Residents and commercial users are permitted to monitor private areas exclusively within their demise or property boundary provided that they seek any necessary permissions before any installation takes place (e.g. affixing equipment to external walls, which are usually not demised to leaseholders and tenants)**
- **A small amount of incidental wider coverage (where the device records areas outside the resident's own property) may be allowable if it is minimal and unlikely to adversely impact the rights of others.**

### **Areas outside the demise of a lease or tenancy**

- **Devices which film public areas are not permitted unless there are exceptional circumstances to justify granting permission (e.g., if there is a known risk to the household's safety). In making a decision, we will seek to balance the interests of the applicant with the rights of others whose rights may be affected.**
- **If permission is granted, conditions may be imposed at our discretion, breach of which may result in us withdrawing permission and requiring the installation to be removed.**

## **12. Commercial Premises**

The approach taken in paragraph 11 applies to tenants or licensees of commercial premises also.

## **13. Training**

We will ensure that we train relevant staff on the use and management of CCTV systems. They will be made aware of their responsibilities and obligations concerning the processing of data captured by CCTV cameras and stored on equipment that we operate.

## **14. Complaints**

Any complaints regarding the implementation of this policy, including any decisions made by City of London Housing Service staff under this policy, can be submitted via the housing complaints procedure at [housing.complaints@cityoflondon.gov.uk](mailto:housing.complaints@cityoflondon.gov.uk) or to the Housing Complaints Team, Barbican Estate Office, 3 Lauderdale Place, London EC2Y 8EN.

## **15. Monitoring and Performance**

We will monitor our use of this policy and its implementation, and report any relevant information at appropriate intervals.

## **16. Training**

We will provide all staff responsible for implementing this policy with comprehensive training as required.

### **17. Equality and Diversity**

This Policy has been subject to a full Equalities Analysis, and we will implement it in accordance with our responsibilities and duties under relevant legislation, including the Equalities Act 2010.

### **18. Accessibility**

We will consider residents' needs when implementing this Policy to ensure fairness. We will make appropriate arrangements to ensure that residents with distinct communication needs are not unreasonably and disproportionately affected. We will provide communications in alternative languages or formats, or provide interpretation or transcription as required.

### **19. Policy Exceptions**

In some circumstances, we may make an exception to this policy. We will provide the reasoning for any relevant decision to the affected parties on request. We will consider each application for an exemption or variation on its specific facts.

### **20. Policy Review**

We will review this policy at least every three years, or following relevant changes to legislation, regulation or policy.

### **21. Legislation and Guidance**

#### ***Legislation and Regulation***

- Human Rights Act 1998
- Regulation of Investigatory Powers Act 2000 (as amended)
- Protection of Freedoms Act 2012
- Data Protection Act 2018
- General Data Protection Regulation 2018

#### ***Guidance***

- *Surveillance Camera Code of Practice* – The Home Office (2013)
- *Covert Surveillance and Property Interference Code of Practice* – The Home Office (2018)

- *Guide to the Regulation of Surveillance – The Surveillance Commissioner* (2019)