



CCTV PRIVACY STATEMENT FOR RESIDENTS

Why we use CCTV

We operate CCTV in and around our housing schemes to:

- Promote a safe and secure environment for residents, visitors and staff.
- Prevent and investigate crime, anti-social behaviour, and tenancy breaches.
- Monitor shared spaces such as entrances, car parks, bin stores, and lifts.

Legal Basis

We rely on legitimate interests to operate CCTV in communal areas.

How we use footage

We only review footage when a specific concern arises (e.g. vandalism, fly tipping, safeguarding).

We do not monitor resident behaviour unless notified of a specific concern that justifies investigation.

Audio is not recorded unless part of an intercom system or otherwise allowed under relevant legislation.

We never use cameras to observe areas where you would expect privacy, e.g. communal toilets, or directed into homes.

Retention, access and sharing

Footage is stored securely and deleted automatically after 28 - 30 days.

If we copy footage for investigation, we retain it securely and for no longer than two years unless an investigation is still ongoing.

Only authorised personnel can access footage.

We may share footage with:

- Police or law enforcement agencies.
- Insurers handling incidents or claims.
- Local Authorities (e.g. for fly tipping investigations).
- Legal representatives for ongoing legal matters.

We assess, approve, and record all disclosures.

Your Rights

You may:

- Request access to images of yourself by submitting a Subject Access Request (SAR).
- Request deletion of footage (subject to legal and operational review).
- Object to processing in certain cases.



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Contact us

To make a request or raise a concern:

- Data Protection Officer: Anne Graves
- Head of Assets: Phil Wilks
- Head of Housing: Emma Ward