



# Closed Circuit Television (CCTV) and Drones



Our guide on how we use CCTV

Sandbourne Housing Association  
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# Introduction

CCTV is becoming increasingly common place. In this leaflet we will try to address some of the common issues that are raised regarding the use of CCTV and drones, by us or by yourselves, as it affects your homes and communal areas and grounds.

In this leaflet, the use of 'you' applies to all of our occupiers whether you are a tenant, leaseholder or a shared owner.

The use of 'us' or 'we' refers to Sandbourne Housing Association.

## General guidance

If you wish to install CCTV you must first seek permission from Sandbourne, and it should only cover your own property. We would not consent to CCTV in our communal areas or overlooking neighbour's doors or gardens other than in exceptional circumstances for a time limited period to manage criminal or anti-social behaviour. Should consent be given you will need to be mindful of legislation relating to the use of CCTV including signage requirements and relevant Data Protection protocol.

No one is permitted to operate a drone anywhere unless they have a government licence and, even with a licence, the above guidance still applies.

We do not use drones, but we may in the future. If we do, it will only be to assist us in detecting and diagnosing maintenance issues. For example, we might do so to examine the roofs of high buildings that might otherwise require the expense, inconvenience and potential dangers associated with scaffolding being erected to carry out our investigations.

## **What we may do**

We may use CCTV images to help us provide a safe and secure environment for employees, residents and for visitors to our premises such as contractors, people making deliveries and suppliers, etc.

We may also use CCTV to deter or detect criminal or anti-social behaviour and protect both you and our property.

Our CCTV records images only. There is no audio recording, i.e., conversations are not normally recorded on CCTV. The exception may be for covert recording (see below).

## **Covert recording**

We may undertake covert recording where we consider there is good cause to suspect that criminal activity or equivalent anti-social behaviour or malpractice is taking or is about to take place and informing the individuals concerned that recording is taking place would seriously prejudice its detection and investigation.

## **Normal use of our CCTV equipment**

Our cameras are located at strategic points throughout our premises, principally at the main entrances and exit points to blocks of flats, including outside some passenger lifts. We have positioned the cameras so that they only cover the communal or public areas of our premises and they have been sited so that they provide clear images. No camera focuses on, or will focus on, toilets, shower facilities, changing rooms, staff kitchen areas, staff break rooms or private offices.

All cameras (with the exception of any that may be temporarily set up for covert recording) are also clearly visible with appropriate signage warning people that CCTV is in operation.

## Data Protection (GDPR)

We fully comply with data protection requirements with regards to the use of CCTV, including its storage, use, access to images, retention and disclosure of information etc.

Please note that we are obliged to co-operate with the law enforcement agencies in the prevention and detection of crime and have a duty to disclose any information that we have recorded that may assist them in their investigations.

Further information can be obtained from our policies on CCTV Use and Data Protection etc, which are available on our website ([www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)) or upon request from our registered office.

## Need more information?

You can:

Write to us at our registered office:

Beech House, 28-30 Wimborne Road, Poole, BH15 2BU

Email us on: [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk)

Website: [www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)

Telephone us on: 01202 671222

Please note that telephone calls to the registered office number above may be recorded for information and training purposes.

In addition, we do have a range of other leaflets on specific topics, available on our website or upon request from our office.

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