

Customer Guidance – video doorbells

This guidance applies to Ring doorbells and any other video doorbell fitted in a NDH property by our customers or a customer's relative/representative.

The cameras in a video doorbell can be used to monitor and/or record individuals who come into camera range. Depending on the type of device used, images and/or sound may be recorded and the recording may be live only or stored for a certain period.

The use of video doorbells, which capture images of people outside the boundary of your property, is covered by UK data protection laws and the customer responsible for the camera will be considered to be a data controller. You can read more about the requirements here:

<https://ico.org.uk/your-data-matters/domestic-cctv-systems-guidance-for-people-using-cctv/>.

Customer data controllers have responsibility for ensuring:

- i. the lawful basis for capturing video images is recorded;
- ii. there is adequate public signage of the video doorbell, so that other tenants, NDH staff and members of the general public are alerted that they may be recorded;
- iii. there is a process for dealing with requests, from those who may have been viewed via video doorbell.

Customers with video doorbells should be aware that under data protection law, individuals viewed may wish to exercise their rights to object to video doorbell filming, request erasure of footage or restrict filming.

Where NDH has identified that you have installed a video doorbell, we may contact you on occasion to confirm that you are complying with the above requirements as data controller.

NDH accepts no responsibility or liability for any issues arising from the use of a video doorbell by our customers. Should customers wish to share video doorbell footage with NDH (for example in relation to a dispute) then, as the data controller, the customer must ensure the necessary sharing arrangements are in place. NDH may refuse to accept the footage if the customer has not fulfilled their responsibilities as set out by the ICO.

If you have any concerns about any member of the public not complying with UK data protection law, please contact the Police in the first instance on the non-emergency number: 101