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People
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Customer Guide: CCTV & Doorbell Cameras

Why it matters

CCTV and smart doorbells can help you feel safe at home. But if they record outside your property, they can affect other people's privacy.

This guide explains:

- What you need to do before installing a camera
- Your responsibilities
- What to do if you have concerns

Installing CCTV or a Doorbell Camera

You must ask Ark for permission first.

Cameras should mainly focus on your own home or garden
If they record shared areas or neighbours, extra rules apply.

Your responsibilities

If your camera records beyond your home, you must:

- Let people know they are being recorded (e.g. a sign)
- Avoid recording more than you need to
- Delete footage regularly
- Share or delete footage if someone asks (in most cases)
- Adjust your camera if someone is uncomfortable

You are legally responsible for any footage your camera captures.



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Using footage properly

- Use footage to harass others
- Share clips on social media
- Send footage without a valid reason

If you use footage in these ways, data protection law will apply.

Please note: Ark does not get involved in these situations initially.

Using footage properly continued

If you're worried about a neighbour's camera, try to resolve it directly first: Speak to your neighbour (or write to them)

- Ask why they are using the camera
- Explain your concerns
- Ask to see what's being recorded

Most issues can be resolved with a simple conversation.

Ark's role

Ark does not mediate disputes about CCTV use. If you report antisocial behaviour:

- We may ask if you have footage
- We may not view recordings if we're unsure they were collected legally

In some cases, it may be more appropriate to contact the police



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If the issue continues

Contact the ICO (Information Commissioner's Office) for advice

Contact the police if there is harassment or criminal behaviour

Need help?

Privacy concerns: ICO (ico.org.uk)

Crime or harassment: Police Scotland

Antisocial behaviour: Contact your Housing Officer

Get in Touch

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