

Sharing footage

Sharing footage

- Never post footage of others online or on social media.
- Sharing without a valid reason can **breach privacy laws** and **lead to complaints or legal action**.
- Only share footage with the police or Cobalt if it's relevant to an incident.

When footage can't be used as evidence

We will not consider the following video or audio as evidence:

- Incidents where you were not directly affected at the time of recording
- Recordings of conversations that took place away from your home.

Need advice or support?

If you're unsure about **where to position your video doorbell** or want to understand **your responsibilities** under your tenancy, we can help.

Please note:

Cobalt does not install video doorbells.

If you believe a neighbour's camera is affecting your privacy, you can:

- **Contact the police** - if you think a criminal offence is being committed
- **Seek advice from the ICO** - for concerns about data protection or privacy:

<https://ico.org.uk/for-the-public/home-cctv-systems/>



After doing this, if you still have concerns relating to your tenancy or the impact on your home, please get in touch with us:

info@cobalthousing.org.uk
0330 303 2222
www.cobalthousing.org.uk



Video Doorbells: Protecting your home and respecting others

Video doorbells can be a great way to feel safer and deter unwanted visitors, but it's important to use them responsibly.

Learn

- How to use video doorbells safely and legally
- What to do if we issue you a video doorbell

When we issue video doorbells

Supporting customers

Our Neighbourhood Management Team supports customers who experience Anti-Social Behaviour.

If you've raised a concern with us, we **may** provide a **video doorbell** to help you collect evidence and feel reassured.

Every customer has the right to feel **safe, secure, and respected** in their community.

What we may provide

We're not fixed to one brand or model, we'll provide a doorbell that captures video and may capture sound, which connects easily to most smartphones. We will arrange collection or delivery with you.

Ownership

Once issued, the video doorbell is yours to keep. However:

- You are responsible for the installation and maintenance.
- If installation requires any adaptations to your home (For example, drilling or cabling), you must **seek permission** from Cobalt first, as set out in your Tenancy Agreement.

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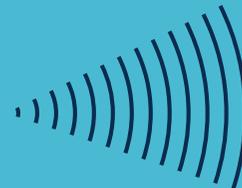
Subscriptions and recording

Recording and storage

Most devices offer live video and audio feeds, but to store recordings you may need a paid plan.

For example, **Ring Protect** subscriptions start from **£4.99 per month** and store video and audio for up to 180 days.

Setting up and paying for any subscription is **your responsibility**. There will be details about this in the package you receive with your video doorbell.



Tip

Most video doorbells allow you to set **privacy zones** or **motion detection areas**. You can use these to limit unnecessary recording.

For more detailed guidance on using your video doorbell, you can visit the Information Commissioner's Office website:

<https://ico.org.uk/for-the-public/home-cctv-systems/>



Using your video doorbell responsibly

Be mindful of privacy and the law

When installing your video doorbell:

• Focus on your property.

When setting up your video doorbell, **ensure that the camera's field of view only captures your property**, for example, your front door, driveway, or garden. Avoid pointing the camera at public spaces, pavements, or other people's homes. **Your doorbell doesn't have to be fitted on the door**, you can place it where it gives a clear view of your home.

• Why this matters.

The General Data Protection Regulation (GDPR) and the Data Protection Act 2018 apply **if your camera captures images or sound beyond your property boundary** (like the street or neighbours' homes).

In these cases, you become a **Data Controller** and have legal responsibilities for how you handle that information. This is because video doorbells can capture the images and voices of other people, which counts as their **personal information**.

If you have a camera set up

You must:

- Display a **sign** to let people know they're being recorded.
- Only keep footage that's necessary for security.
- Store footage securely and **don't share it, for example on social media**, unless there's a legitimate reason, for example a police investigation.
- Respond to anyone who asks to see footage of themselves.