

## Policy on recordings made by residents

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| Document Owner                     | Head of Governance, Risk and Assurance   |
| Prepared by                        | Policy Officer<br>Data Protection Officer  |
| Approved by                        | Directors Group  |
| Approved date                      | August 2024  |
| Date of next review                | August 2027  |
| Monitoring, Auditing and Reporting | <ol style="list-style-type: none"> <li>1. We will report people who breach this policy to relevant authorities such as the Information Commissioner's Office (ICO).</li> <li>2. Our data protection framework, of which this policy forms a part, is subject to internal audit.</li> <li>3. This policy has been reviewed and approved by Data Protection People Consultancy.</li> </ol> |

## **1. Scope and Aims**

- 1.1. This document sets out Hexagon Housing Association's (Hexagon's) policy in relation to tenants filming Hexagon employees and contractors and filming in Hexagon premises.
- 1.2. This policy applies to the use of cameras, mobile phones, GoPro's dash cams, Ring Doorbells, camcorders and any other equipment capable of recording still or moving images. Any reference to photographs and photography should be interpreted as including filming.

## **2. Policy Statement**

### **2.1. Customers are prohibited from:**

- 2.1.1. filming employees without their consent when they visit their homes.
- 2.1.2. filming employees without their consent when they are carrying out their duties.
- 2.1.3. recording conversations with employees or other people when visiting our premises.
- 2.1.4. recording telephone conversations involving our employees without the consent of all of the participants.

### **2.2. Hexagon will take appropriate action against customers who breach this policy:**

- 2.2.1. Our employees will ask anyone to leave our offices if they have reasonable suspicion that they are filming or taking photographs.
- 2.2.2. Anyone thought to be filming our employees will be asked to stop.
- 2.2.3. Employees are empowered to disengage from people who they reasonably suspect to be filming or recording them.
- 2.2.4. A take down request will be sent where any footage or images are found on social media involving our employees.
- 2.2.5. We will inform the Information Commissioner of any occasion where we find footage or images posted on social media involving our employees.
- 2.2.6. We may take legal action against people who breach this policy.
- 2.2.7. We will report people who breach this policy to relevant authorities such as the Information Commissioner's Office (ICO).

2.3. Our employees do not expect to be photographed or filmed by tenants or other people whilst they are at work. They have a legal right to privacy which we will vigorously defend. Equally, we have a duty to preserve the privacy of visitors to our offices which may be compromised by people taking videos or photographs on our premises.

2.4. Hexagon recognises that taking photographs and using video recording equipment is part of daily life and does not seek to prevent individuals from taking photographs of their friends and families for personal use.

### **3. Guidance for residents**

3.1. Taking photographs, videos or making recordings is intrusive and a breach of an individual's privacy. As a data controller, regulated by data protection law, Hexagon is permitted to use CCTV systems etc. under strict controls. Private individuals need to be very careful when taking photographs or make recordings of anyone as they may find themselves being classified as a data controller and therefore subject to data protection laws. For example, if you install a CCTV system or have a Ring Doorbell (or similar) which covers a space outside of your own land (such as a road, pavement, car park or neighbour's garden) you are likely to have to comply with the GDPR and Data Protection Act 2018.

3.2. Hexagon will investigate concerns about a resident breaching GDPR and the Data Protection Act 2018 through our Anti-Social Behaviour procedures, and if you are unable to evidence your compliance with the legislation we will make a report to the relevant authorities such as the ICO and request that you remove the camera / stop filming.

### **4. Legal Framework**

4.1. UK GDPR

4.2. Data Protection Act 2018

### **5. Related Hexagon policies, strategies and procedures**

5.1. Anti-Social Behaviour Policy and procedure

5.2. Data Protection Policy

5.3. Data Retention Policy

5.4. Privacy Policy