

## Privacy Notice – CCTV



This privacy notice sets out why we collect personal information from you, how we use it and who we may share it with. It also explains your individual rights under the current data protection legislation.

If we ask you to provide information which can identify you, then we will only use it in accordance with this privacy notice.

We may change this notice by updating it on our website. You should check the notice from time to time to ensure that you are happy with any changes.

Any queries regarding this notice and our privacy practices can be sent to the company Data Protection Officer by email using [enquiries@residehousing.com](mailto:enquiries@residehousing.com) or by writing to the Head of Governance and Executive Support, who is also the Data Protection Officer at –

Reside Housing Association,  
Mason House,  
18 Lower Teddington Road,  
Hampton Wick,  
KT1 4EU

Alternatively, you can telephone us on 020 8255 5220

### **Who we are**

Reside Housing Association Limited is a registered housing provider. Our company registration number is 4745, registered with the Regulator of Social Housing, and 29475R as a society under the Co-Operative and Community Benefit Societies Act 2014. Our registered office is Mason House, 18 Lower Teddington Road, Hampton Wick, Kingston Upon Thames, KT1 4EU. For the purposes of data protection legislation, Reside Housing Association Limited is a Data Controller.

### **Why we collect information**

We process CCTV video footage without your consent in pursuit of our legitimate interests to provide building security, information security and protect the general interests and well-being of our building users.

### **What information we collect about you**

We collect video images.

### **How we collect your information**

Reside monitors the area surrounding of Mason House by the use of CCTV cameras.

### **What we do with it**

- We monitor areas of Mason House using CCTV for the purpose of building and information security, for identifying accidents and incidents and to assist in managing any emergency situations. The presence of CCTV may also help prevent crime. We will use the footage to investigate any alleged crime or incident.
- We use access control data to monitor building user movements for security reasons.

For more information about what we may do with employee data please see the employee privacy notice.

### **How long we keep your information**

We will retain CCTV video footage for no more than 12 weeks unless the footage is being used to investigate an alleged crime or incident in which case it may be retained for up to 2 years following the conclusion of any investigation.

We will securely dispose of all information.

### **Sharing your information**

We may share your data where we are legally obliged or able to do so, for example:

- to comply with the law (e.g. police, health authorities etc.)
- to seek legal advice or in connection with court proceedings or other statutory action
- where there is a clear health and safety risk
- child protection and safeguarding issues
- where there is a clear risk to building users
- for the detection and prevention of crime, prosecution of offenders and for the detection and prevention of fraud

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place a range of suitable physical, electronic and managerial procedures to safeguard and secure the information we collect and process. The images are not processed outside of the UK.

### **Your Rights in relation to your personal data**

In certain circumstances, Data Protection legislation gives you a number of individual rights in relation to your personal data. These are as follows:

- The Right to be Informed about how your data is managed – this right is met by this privacy notice and a range of other notices which relate to specific aspects of Reside, such as the CCTV privacy notice and the website privacy notice.
- The Right of Access to your personal information – so that you can be aware of and verify what personal data we hold.
- The Right of Rectification - to have any personal data corrected if it is inaccurate, incomplete or out of date.
- The Right of Erasure of your personal data – this only applies in certain circumstances, such as where you have given consent for us to hold information and you withdraw that consent.
- The Right to restrict processing – in certain circumstances you have the right to block or restrict how we process your data;
- The Right to data portability – which in certain circumstances allows you to obtain and reuse your personal data for your own purposes across different services
- The Right to object - in certain circumstances, to the processing of personal data. In particular, you have the right to object to being sent direct marketing information.
- The Right not to be subject to automated decision making – Reside Housing Association does not do this.

More information on the individual rights and how they apply can be obtained by visiting the [ICO website](#).

If you wish to exercise any of the above rights, please contact:

Reside Housing Association,  
Mason House,  
18 Lower Teddington Road,  
Hampton Wick,  
KT1 4EU

Alternatively you can make a request electronically, by email, to [enquiries@residehousing.com](mailto:enquiries@residehousing.com) or telephone 020 8255 5220.

### **Making a complaint**

If you believe that Reside Housing Association has not handled your personal information correctly, you have the right to make a complaint. You can raise a complaint in a number of different ways:

- To a staff member
- At our offices at Mason House, 18 Lower Teddington Road, Hampton Wick, KT1 4EU
- Through our website
- Using social media
- By telephone
- In writing

You also have the right to lodge a complaint with the Information Commissioners Office at. Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF - Tel: 0303 123 1113 (local rate)

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of Reside Housing Association collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests should be sent to the Reside Data Protection Officer at the above address.

If you or someone you know would like this information in large print, braille, or translated into another language, please contact [enquiries@residehousing.com](mailto:enquiries@residehousing.com) or telephone 020 8255 5220.