

CCTV Policy



We want to let you know where we use CCTV cameras in our buildings and how we store the footage we collect.

Our main office and communal properties, including car parks, are equipped with CCTV cameras. We have signs and alerts in these locations so that you know when you are being recorded.

We will deal with requests to install CCTV in your property on a case-by-case basis.

If you want to request footage we have collected, you will need to submit a subject access request form to our Legal and Governance Manager.

You will need to request this in writing with as much detail as possible with time frames and give us proof of ID for your request to be accepted.

Our Legal and Governance Manager will respond to third-party subject access requests on a case-by-case basis. Please be aware that these are not always accepted.

We store all of our footage securely, following all GDPR and data protection laws.

This footage is handled lawfully, transparently and fairly. We will not keep the footage for any longer than **28** days from the day it was recorded.

We use hidden cameras in rare cases. We will only install these in areas not covered by CCTV and if there is criminal activity that other prevention methods have not resolved.

If you are not satisfied with our use of CCTV, you can let us know using the regular complaints process.

Please let us know if you or someone else in your household has any vulnerabilities.

You can get in touch about our use of CCTV by phone, email, Live Chat or My Livin app.

What next?

[Read the full policy at livin.co.uk/policies](http://livin.co.uk/policies)

[Not satisfied with this service? Let us know at livin.co.uk/complaints](http://livin.co.uk/complaints)

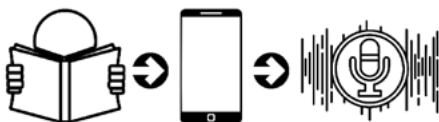
Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

عربي (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) پسراف (Farsi) Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian) Español (Spanish) Український (Ukrainian)

Request this document in an alternative format:



Call us on 0800 587 4538
email us on contactus@livin.co.uk or
Live Chat with us at www.livin.co.uk



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