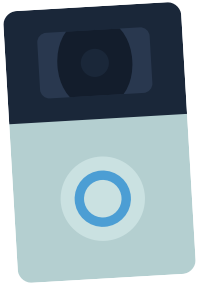


Guidance for installing CCTV or video doorbell

CCTV & Video Doorbells



The use of personal CCTV and video doorbells (such as Ring) are becoming more popular for home security and peace of mind. However, as a recording device, it is important to consider what images are being captured and what is done with that data.

Do you need permission to install CCTV or a video doorbell in your home?

No, you do not need permission from Hanover to install these devices.

However, you are responsible for complying with data protection laws, including the appropriate management and recording of any film or audio.

Where can these devices be installed?

In general, the CCTV/ video doorbells must be placed so that recording or filming of neighbours is minimised and the focus is on the customer's entrance door and property only.

You should consider whether signage is required to make others aware that they are being recorded in that area.



You are responsible for making good any damage resulting from installing or removing such devices.

UK Data Protection Laws

Under UK General Data Protection Regulations, anyone who installs CCTV or a video doorbell becomes the Data Controller for any data / imagery / footage stored on the system.

This means that Hanover have no responsibility for, or rights to view, any of the footage or recordings held by our customers.

The Data Controller is responsible for adhering to the guidance as set out in legislation and as monitored by the Scottish Information Commissioner's office.

Any concerns regarding data captured by such devices should be raised directly with the Data Controller, in the first instance. Alternatively, you can raise concerns with the Information Commissioners Office who regulate and enforce data protection law in the UK.

ICO Scotland contact details

Information Commissioner's Office Scotland
Queen Elizabeth House
Sibbald Walk
Edinburgh EH8 8FT

Telephone: 0303 123 1115

Email: Scotland@ico.org.uk