

12 June 2023

**Case reference: IC-234228-C7D0**

We are now in a position to respond to your information request.

**Request**

*"In relation to complaints about domestic CCTV cameras, please can you provide:*

- 1) Copies of any templates of letters you send to the CCTV owner in the event of a complaint regarding the use of CCTV in a domestic setting (e.g. inappropriate signage or lack of)*
- 2) Your internal guidance or policy as to how Investigators/case handlers deal with these complaints*
- 3) What the process is if there is non-compliance with appropriate domestic CCTV guidance following a letter being sent to the occupier (if not outlined in Part 2)"*

We have handled your request under the Freedom of Information Act 2000 (FOIA).

**Our response**

Please find enclosed information within scope of your request. This consists of three documents: a template letter used when writing to a camera operator following a concern received regarding the use of CCTV, a CCTV guidance sheet provided to the operator, and an internal factsheet for staff about domestic CCTV complaints.

A small amount of information has been redacted on the internal factsheet under section 40(2) by virtue of section 40(3)(a)(i), which is the exemption under FOIA concerning personal information. You can find further information on our staff disclosure policy online [here](#).

Please note, the template letter is available for staff when handling domestic CCTV complaints and further detail may be added depending on the circumstances of the case.

We also provide guidance to the public in this area on our website. Links to some relevant ICO webpages are provided below.

[Domestic CCTV systems](#)

[Domestic CCTV complaints](#)

[Installing CCTV? Things you need to do first](#) (for organisations)

[CCTV and video surveillance](#) (for organisations)

This concludes our response to your request. We hope you found this information helpful.

### **Next steps**

You can ask us to review of our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days. You can read a copy of our full review procedure [here](#).

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority. You can [raise a complaint through our website](#).

### **Your information**

Our [Privacy notice](#) explains what we do with the personal data you provide to us, and set out your rights. Our retention schedule can be found [here](#).

Yours sincerely



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