

# Smart Doorbell Guidelines

We understand that you may wish to feel more secure in your home by installing a smart doorbell.

If you wish to install a Smart Doorbell, you should contact your Housing Officer and provide a clear reason for needing it.

Once a request is received in writing, you should follow these guidelines:

## **You must: (do's)**

- Do your best to position cameras so as to only view your own property. Where this is not possible, cameras should not record more images/sound than they need to. Privacy blockers or filters should be used wherever possible. Sound recording should be limited as much as possible, for example, only when a doorbell is pressed.
- Display a sign that warns people nearby that a doorbell is in operation.





- In most cases, provide some of the files if asked by a person whose image or sound has been recorded.
- Delete recordings regularly or automatically, or both.
- Delete files if asked by a person whose image or sound has been recorded.
- Stop recording a person if they object to being recorded and there's no good reason to continue recording them.

### **You must not: (don'ts)**

- Use a smart doorbell to harass your neighbours or other people in the area. This could be a criminal offence. You should speak to your housing officer for advice if you feel that a smart doorbell is being used in this way.

### **Useful links:**

- [www.ico.org.uk/for-the-public/domestic-cctv-systems/](http://www.ico.org.uk/for-the-public/domestic-cctv-systems/)
- [www.scotland.police.uk/advice-and-information/your-home/your-house/](http://www.scotland.police.uk/advice-and-information/your-home/your-house/)
- [www.securedbydesign.com](http://www.securedbydesign.com)

**If you would like to discuss smart doorbells or have a query, please call Housing on 0141 342 1810 or email [hello@key.org.uk](mailto:hello@key.org.uk)**

Key Housing, 70 Renton Street, Glasgow G4 0HT  
Email: [hello@key.org.uk](mailto:hello@key.org.uk)

Telephone: 0141 342 1890  
[www.key.org.uk/key-housing](http://www.key.org.uk/key-housing)