

Approach to requests from involved parties on domestic CCTV complaint cases

*Information provided to us by individuals in the course of them making or responding to complaints about domestic CCTV is generally considered to have been provided with an expectation of confidence. It is the personal information of the individual providing it to us because it identifies and relates to them. Their submission may also contain the personal information of other individuals, often in relation to the circumstances of the complaint. However, in most cases it will be unlikely that these other individuals' will be entitled to the information. We are unlikely to be able to obtain consent and we owe the sender a duty of confidentiality. In many cases this is likely to outweigh a third party's right of access.*

*Any detail required by either party in order to respond to queries from the Commissioner during the course of his investigation will be given to them in the normal course of the complaint handling process.*