

Equality Impact Assessment (EqIA)

This document fulfils the ICO's requirements to conduct Equality Impact Assessments, as a requirement to have due regard under the Equality Act 2010, S75 of the Northern Ireland Act 1998 and the public sector equality duty. This document helps you to assess the equality relevance of a policy or procedure on one or more groups of people with protected characteristics. Guidance is also available for Equality Impact Assessments (EqIAs), along with a glossary of issues to consider. The purpose of an EqIA is to ensure that equality issues are identified and mitigated. The guidance and 'issues to consider' documents are intended to assist with this, but they are not a substitute for consultation with people with lived experience of any of the protected characteristics. Therefore, you should, wherever appropriate, consult with the relevant EDI staff networks or other colleagues to discuss potential impacts.

You must read the [guidance](#) and [glossary of issues to consider](#) before completing the document.

Completed EqIAs will be published [on the ICO's website](#).

Summary

Prepared by:

Ceri Hall, Senior Policy Officer, Guidance and Policy Group, PADPCS.

What is the title of this piece of work?

Domestic CCTV Guidance for the Public

Briefly describe the overall purpose of this work.

In line with our ICO25 strategic plan and the PADPCS business plan, the department must adopt a proportionate approach to casework whilst maintaining a focus on 'value' cases and 'vulnerable' customers. Whilst the ICO receives a large number of complaints and enquiries from the public regarding domestic CCTV, the action we typically undertake in relation to this area is limited, regardless of an alleged infringement. Therefore, our

objective is to further empower members of the public through information, and also a self-serve template letter to assist with the raising of their domestic CCTV complaint without needing to complain to the ICO. By including a template letter, an enhanced level of customer service can be provided as individuals can attempt to resolve their concerns quickly. We also expect the project to lead to a reduction of domestic CCTV live service and advice queries, as well as complaints.

Initial screening questions

Q1. Does this work relate to an ICO policy, procedure, working practice or anything broadly similar? This includes both current policies and new policies under development.

Please answer Yes or No.

No

*If you answer **No** to this question, you may not need to complete a EqIA.*

Q2. Is this work about the explanation of the laws which the ICO regulates, or about decisions to use or not use any of our regulatory powers (eg monetary penalties, enforcement notices, information notices etc)?

Please answer Yes or No.

Yes

*If you answer **No** to this question, you may not need to complete a EqIA.*

If you answered no to both Q1 and Q2, it is best practice to rationalise why there are no negative impacts to each protected characteristic in the table below.

Impact on people with protected characteristics

Q3. For each of the protected characteristics, you should consider whether there are any **positive impacts** for people with each characteristic and set those out in the table below. If you think there are any **negative impacts**, set those out in the table below **and** explain how you will fully mitigate those impacts. It is best practice to include three mitigations per negative impact. Sign off can only be done with a minimum of two mitigations. If you think there is no impact, please explain why you think that is the case.

| Protected characteristic | Is there likely to be a specific impact on people with this characteristic? | List the mitigations proposed for each impact, stating whether the impact will be reduced or removed. Please state proposed timescale for mitigations. |
|-----------------------------|---|---|
| Religion or belief | There may be instances where individuals are reluctant to raise a data protection complaint with the domestic CCTV controller because they have experienced, or have a concern that they will experience, discrimination or harassment, from the controller because of their religion or beliefs. | <p>Whilst we will encourage individuals to self-serve, we will ensure that they still have a visible route to complain to the ICO. Complaints received by the ICO will be handled and addressed as normal, and in line with our legal obligations.</p> <p>We will also ensure that we direct individuals to other relevant places (ie the police) when the concern / complaint goes beyond data protection.</p> <p>It is anticipated that there will be no impact on people with this characteristic.</p> |
| Race, nationality or | There may be instances where individuals are reluctant to raise a data protection complaint | Whilst we will encourage individuals to self-serve, we will ensure that they still have a |

| Protected characteristic | Is there likely to be a specific impact on people with this characteristic? | List the mitigations proposed for each impact, stating whether the impact will be reduced or removed. Please state proposed timescale for mitigations. |
|---------------------------------|--|--|
| cultural background | <p>with the domestic CCTV controller because they have experienced, or have a concern that they will experience, discrimination or harassment, from the controller because of their race, nationality or cultural background.</p> <p>There may also be instances where immigrants or asylum seekers find it challenging to raise a data protection complaint with the controller or the ICO, for instance due to unfamiliarity with UK institutions, or because of a language barrier.</p> | <p>visible route to complaining to the ICO. Complaints received by the ICO will be handled and addressed as normal, and in line with our legal obligations.</p> <p>We will ensure that we clearly explain that customers can choose to self-serve and/or complain directly to the ICO. Additionally, the template letter (written in plain English) may help customers complain when there is a language barrier.</p> <p>We will also ensure that we direct individuals to other relevant places (ie the police) when the concern / complaint goes beyond data protection.</p> <p>It is anticipated that there will be no impact on people with this characteristic.</p> |
| Disabled people | <p>There may be instances where individuals are reluctant to raise a data protection complaint with the domestic CCTV controller because they have experienced, or have a concern that they will experience, discrimination or harassment, from the controller because of a disability.</p> | <p>Whilst we will encourage individuals to self-serve, we will ensure that they still have a visible route to complain to the ICO. Complaints received by the ICO will be handled and addressed as normal, and in line with our legal obligations.</p> |

| Protected characteristic | Is there likely to be a specific impact on people with this characteristic? | List the mitigations proposed for each impact, stating whether the impact will be reduced or removed. Please state proposed timescale for mitigations. |
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| | <p>Additionally, in some instances a template letter may be inaccessible to customers with a disability.</p> <p>The proposed template letter may assist customers who are experiencing difficulties when raising a complaint with the controller.</p> | <p>The ICO can provide a copy of the template letter directly to individuals through email or post. Therefore, customers who cannot download the document can still access a copy of it. For customers who require text on non-white backgrounds, the ICO can send out two copies: a copy on coloured paper to ensure the customer can read the text on the letter, and a copy on white paper to be sent to the controller. This may help prevent the customer's identity/disability from being disclosed to the controller through the template letter and any reasonable adjustments.</p> <p>The template will be uploaded in a Word document rather than a PDF. This will ensure that customers can amend the font and size of text to suit their needs. ICO staff can also amend the font, size and colours when sending a copy to the individual.</p> <p>Customers will still also be able to contact live services, where they can speak, or live chat, with a case officer if they are unable to view</p> |

| Protected characteristic | Is there likely to be a specific impact on people with this characteristic? | List the mitigations proposed for each impact, stating whether the impact will be reduced or removed. Please state proposed timescale for mitigations. |
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| | | <p>the text.</p> <p>It is anticipated that there will be no impact on people with this characteristic.</p> |
| Sexual orientation | <p>There may be instances where individuals are reluctant to raise a data protection complaint with the domestic CCTV controller because they have experienced, or have a concern that they will experience, discrimination or harassment, from the controller due to their sexual orientation.</p> | <p>Whilst we will encourage individuals to self-serve, we will ensure that they still have a visible route to complain to the ICO. Complaints received by the ICO will be handled and addressed as normal, and in line with our legal obligations.</p> <p>We will also ensure that we direct individuals to other relevant places (ie the police) when the concern / complaint goes beyond data protection.</p> <p>It is anticipated that there will be no impact on people with this characteristic.</p> |
| Sex (see note 1) | <p>There may be instances where individuals are reluctant to raise a data protection complaint with the domestic CCTV controller because they have experienced, or have a concern that they will experience, discrimination or harassment, from the controller due to their sex and/or gender.</p> | <p>Whilst we will encourage individuals to self-serve, we will ensure that they still have a visible route to complain to the ICO. Complaints received by the ICO will be handled and addressed as normal, and in line with our legal obligations.</p> |

| Protected characteristic | Is there likely to be a specific impact on people with this characteristic? | List the mitigations proposed for each impact, stating whether the impact will be reduced or removed. Please state proposed timescale for mitigations. |
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| | | <p>We will also ensure that we direct individuals to other relevant places (ie the police) when the concern / complaint goes beyond data protection.</p> <p>It is anticipated that there will be no impact on people with this characteristic.</p> |
| Age | <p>There is a potential risk here that this may disadvantage older people who are not technologically literate or confident using the internet (ONS data from 2020 suggests that only 54% of people ages 75 and older are recent internet users). This may prevent sections of the population from downloading, and printing, a copy of the template.</p> <p>In some instances, the template letter may assist younger customers (for example, children) with regards to wording and raising their complaint.</p> | <p>Whilst we will encourage individuals to self-serve, we will ensure that they still have a visible route to complain to the ICO. Complaints received by the ICO will be handled and addressed as normal, and in line with our legal obligations. Whilst we encourage individuals to complete our online complaint form, we do accept complaints over the phone and by post.</p> <p>The ICO can provide a copy of the template letter directly to individuals through email or post. Therefore, customers who cannot download the document can still access a copy of it.</p> <p>We will also ensure that we direct individuals to other relevant places (ie the police) when the concern / complaint goes beyond data</p> |

| Protected characteristic | Is there likely to be a specific impact on people with this characteristic? | List the mitigations proposed for each impact, stating whether the impact will be reduced or removed. Please state proposed timescale for mitigations. |
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| | | <p>protection (where relevant and when we can).</p> <p>It is anticipated that there will be no impact on people with this characteristic.</p> |
| Gender reassignment (see note 2) | <p>There may be instances where individuals are reluctant to raise a data protection complaint with the domestic CCTV controller because they have experienced, or have a concern that they will experience, discrimination or harassment, from the controller due them undergoing, or considering, gender reassignment.</p> | <p>Whilst we will encourage individuals to self-serve, we will ensure that they still have a visible route to complain to the ICO. Complaints received by the ICO will be handled and addressed as normal, and in line with our legal obligations.</p> <p>We will also ensure that we direct individuals to other relevant places (ie the police) when the concern / complaint goes beyond data protection.</p> <p>It is anticipated that there will be no impact on people with this characteristic.</p> |
| Marital status | <p>It is anticipated that there will be no impact, either positive or negative, on people on the basis of their marital status. The reason for this is that marital status does not impact anyone's ability to access the guidance / template, exercise their data protection rights</p> | <p>N/A</p> |

| Protected characteristic | Is there likely to be a specific impact on people with this characteristic? | List the mitigations proposed for each impact, stating whether the impact will be reduced or removed. Please state proposed timescale for mitigations. |
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| | or to raise complaints with either the controller or the ICO. | |
| Pregnancy and maternity | N/A | N/A |
| Political opinions | There may be instances where individuals are reluctant to raise a data protection complaint with the domestic CCTV controller because they have experienced, or have a concern that they will experience, discrimination or harassment, from the controller due to their political opinion. | <p>Whilst we will encourage individuals to self-serve, we will ensure that they still have a visible route to complain to the ICO. Complaints received by the ICO will be handled and addressed as normal, and in line with our legal obligations.</p> <p>We will also ensure that we redirect individuals to other relevant places (ie the police) when the concern / complaint goes beyond data protection.</p> <p>It is anticipated that there will be no impact on people with this characteristic.</p> |
| People with dependants | It is anticipated that there will be no impact, either positive or negative, on people who have dependents. The reason for this is that it is not expected that having dependents would negatively or positively affect people from accessing the guidance / template or raising data protection complaints with a controller. | It is anticipated that there will be no impact on people with this characteristic. |

| Protected characteristic | Is there likely to be a specific impact on people with this characteristic? | List the mitigations proposed for each impact, stating whether the impact will be reduced or removed. Please state proposed timescale for mitigations. |
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| People without dependants | It is anticipated that there will be no impact, either positive or negative, on people who do not have dependents. The reason for this is that it is not expected that having dependents would negatively or positively affect people raising data protection complaints with a controller. | It is anticipated that there will be no impact on people with this characteristic. |
| Socio-economic groups or social classes (see note 3) | Individuals who do not have access to technology, or the internet, may not be able to quickly access a copy of our guidance, the template letter, or make a complaint to the ICO. | <p>Whilst we will encourage individuals to self-serve, we will ensure that they still have a visible route to complain to the ICO. Complaints can be received in writing, online, over the telephone or via an advocate. Complaints received by the ICO will be handled and addressed as normal, and in line with our legal obligations.</p> <p>A copy of the guidance, and template letter, can also be sent to the individual via post or email. This may help facilitate access.</p> <p>We will also ensure that we direct individuals to other relevant places (ie the police) when the concern / complaint goes beyond data protection.</p> |

| Protected characteristic | Is there likely to be a specific impact on people with this characteristic? | List the mitigations proposed for each impact, stating whether the impact will be reduced or removed. Please state proposed timescale for mitigations. |
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| | | It is anticipated that there will be no impact on people with this characteristic. |
| Multiple protected characteristics (see note 4) | There may be several instances where an issue might affect someone with multiple protected characteristics. | ICO staff can handle enquiries and cases on a case-by-case basis and decide how to appropriately support the customer. It is anticipated that there will be no impact on people with this characteristic. |

Note 1: you may also wish to consider gender while considering sex, although gender is not a protected characteristic under the Equality Act or s75 of the Northern Ireland Act 1998.

Note 2: you may wish to consider the impact on transgender people while considering the protected characteristic of gender reassignment. This includes if the person is proposing to undergo, is undergoing or has undergone a process.

Note 3: Socio-economic group or social class is not a protected characteristic, but we would still like to ensure that we consider the impact of our work in this area.

Note 4: Multiple protected characteristics is an opportunity to consider whether there are issues which affect people with most or all of the protected characteristics, or where there may be different impacts of the same issue on different characteristics (eg the same issue has a positive impact on people with one protected characteristic but a negative impact on people with another protected characteristic).

Q4. The ICO has a number of legal obligations in relation to the provision of Welsh language services. Is this work being delivered in Wales, or to the people of Wales, and if so will there be a need to consider the impact on the Welsh language?

Please answer:

Yes, our guidance will be targeted to Welsh stakeholders (the Welsh public) along with the wider UK public. WRO has been informed about the guidance and will assess if translation is necessitated by law. We also plan to have our guidance and self-serve documents (ie template letters) translated into Welsh.

*If you answer **Yes or Don't Know** to this question or would like further information, please contact the Welsh Regional office to discuss next steps via wales@ico.org.uk .*

Q5. In interests of best practice, you should consider whether this work may have a negative impact on or contravene any Human Rights. Click this link to find an overview of each of the human rights and further details about each. The Human Rights Act itself is available at this link. Please confirm that you have considered this and set out any actions you will take to mitigate any impacts.

Answer: It is not anticipated that our domestic CCTV guidance for the public would contravene an individual's human rights.

Contributing towards the ICO's equality objectives

Q6. How does this work contribute towards the ICO's equality objectives? Please explain contributions, state ways contribution could be increased, or state 'no contribution'.

| Objective | Contribution to objective |
|--|---|
| Objective 1: We will represent the communities and societies we serve | We have invited the Inclusion network to contribute to this document. |

| Objective | Contribution to objective |
|--|---|
| <p>We believe that diverse teams make better decisions, boost creativity and innovation, enable greater professional growth and increase our understanding of the communities we regulate. As a workforce, we are the most effective and have the greatest impact when we are representative and consider different perspectives.</p> | |
| <p>Objective 2: Our culture will be inclusive We're at our best when we support and look out for one another, and when we trust and empower each other to be ourselves. That applies whether it's within the workplace or in the work that we do.</p> <p>We have measures in place to support our diverse workforce, such as reasonable adjustments. However, we will do more to remove the barriers that are preventing people from developing and progressing.</p> | <p>We have invited the Inclusion network to contribute to this document.</p> |
| <p>Objective 3: We will better understand the needs of everyone to deliver services that are accessible to all We target our regulatory interventions on the areas of greatest harm and to make a real difference to people's lives. Technological innovation by businesses means the landscape we regulate is constantly transforming. We know we're at our best when we understand the needs of all our customers, including those who experience vulnerability and communities of unmet</p> | <p>This guidance was informed by research into the subject area, taking into consideration the types of concerns raised via live services, advice queries and complaint cases. Stakeholder engagement was also conducted where PADPCS's 'single point of contact' for domestic CCTV complaints shared their expertise when dealing with customers.</p> <p>When drafting the guidance, we will ensure that we follow the ICO's style guidance, conduct accessibility</p> |

| Objective | Contribution to objective |
|-----------|---|
| need. | <p>checks, and take onboard feedback from staff and customers in relation to accessibility.</p> <p>As explained in response to question 3, our staff will offer to send guidance and the template directly to customers who request this or where we believe it will remove an accessibility barrier.</p> |

Monitoring and evaluation

Q7. What arrangements are in place, or will be put in place, to monitor and evaluate the impact of the work on equality?

Answer: There are annual surveys conducted by ICS on customer service, and customers can raise complaints about our service at any time. The results of these will be monitored to identify any new or unresolved issues with equality and accessibility. Individuals are also able to raise service complaints if they believe that they have been treated unfairly on the bases of a protected characteristic. If customers raise concerns about our guidance and template letters, then these can be recorded on our 'call wrap' forms or on manager reviews. Any complaints will be reviewed and we will reassess the guidance.

Q8. How long will these arrangements be in place?

Answer: Ongoing.

Q9. When do you intend to review this EqIA? This should usually be done upon any change that is made to the original piece of work that this EqIA is for.

Answer: The EQIA will be reviewed after guidance has been drafted and internal consultation has been completed. After publication, the EQIA will be reviewed every three years alongside the review of the guidance.

Publication

Q10. As stated above and in the guidance, we intend to publish all completed EqIAs on the ICO's website. Please provide detail of any necessary redactions and the intended publication date.

You should also review the wording to ensure that it is as clear as possible for any staff or public to read.

Answer: Please only redact personal data of staff members

Governance and sign-off

The person who completes this document must be content that all potential equality issues have been identified and considered, that appropriate monitoring will be in place and the publication issues have been considered.

Please tick here to confirm that you have consulted with other colleagues and those it would largely impact where appropriate.

Please state here who has completed the EqIA:

Signed by: Ceri Hall
Date: 22 April 2024

Approved by line manager:

Signed by: George Serjeant
Date: 21 May 2024

You **must** send your completed form to corporategovernance@ico.org.uk for storage and publication.

The EDI Board provides overall assurance that the EqIA process is operating effectively, but it is not for them to review or approve EqIAs.

If you have identified any negative impacts to any protected characteristics that you cannot fully mitigate, please contact Inclusion and Wellbeing for advice via inclusionandwellbeingteam@ico.org.uk.

Section 75 The Northern Ireland Act

To meet the NI section 75 consultation requirement, we must incorporate the following into our EqIA process. Please read through the below and implement as appropriate whilst completing your EqIA

1. We will externally publish a list of all EqIA screenings we complete. We should publish these quarterly. The spreadsheet will be 'housed' on the ICO website [Equality and diversity | ICO](#) (these will include **all** EqIA screenings we complete)
2. Where an EqIA screen results in the need for a full EqIA on a policy, procedure or change that relates directly to the ICO carrying out its external statutory functions; we will consult with key stakeholders at the earliest opportunity for 12 weeks. By law we must consult with the Northern Ireland stakeholder list, but good practice would be to include other relevant stakeholders from across the UK. The author/approval manager will be best placed to determine who these should be.
3. We have clarified that if we don't receive a response from these stakeholders to a consultation, that is fine. We record no response and move on with the policy, procedure or change.
4. We have clarified that we do not need to consult under s75 for policies that only impact our staff. Whilst it's good practice to consult with staff, TU etc about changes that impact employees, ways of working etc, this type of internal change would not engage s75. We should of course complete an EqIA at the earliest opportunity, it's just that the s75 consultation requirement is unlikely to be engaged.
5. We have agreed that it would be for the manager who approves the EqIA to determine if a s75 consultation is needed. The Inclusion and Wellbeing team can provide support, but the author and manager will know

their business area and will be best placed to assess if a new/change to a policy impacts external customer and stakeholders as part of our statutory function and should therefore be consulted on.

6. We have agreed that it should be for the author/approving manager to send the EqIA screening form or full EQIA form to corporate governance.

EqIA version control (to be updated by the person completing the EqIA)

| | |
|------------------------------|-------------------------------------|
| Version number | 1.0 |
| Status | Completed |
| Relevant or related policies | Equality Impact Assessment Guidance |
| Author/owner | Ceri Hall |
| Approved by | George Serjeant |
| Date of sign off | 21 May 2024 |
| Review date | 21 May 2027 |

| Version | Changes made | Date | Made by |
|---------|--------------|------|---------|
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Template version control (to be updated by the person updating the EqIA template)

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| Version number | 2.4 |
| Status | Not approved |
| Relevant or related policies | Equality Impact Assessment Guidance |
| Author/owner | EDI Board (EqIA sub group) |
| Approved by | Suzanne Gordon |
| Date of sign off | 10 February 2023 |
| Review date | February 2024 |

| Version | Changes made | Date | Made by |
|---------|---|------------------|-----------------------|
| 0.1 | Created new document. | June 2021 | Chris Braithwaite |
| 0.2 | Amendment of title to EqIA and minor amendments | July 2021 | Chris Braithwaite |
| 0.2a | Amended to put protected characteristics and objectives into a table as an option to consider | July 2021 | Chris Braithwaite |
| 0.3 | Added wording in relation to publishing the EqIA | August 2021 | Chris Braithwaite |
| 1.0 | Links added and approved | September 2021 | Chris Braithwaite |
| 2.0 | Reviewed form and process | 8 August 2022 | DOC, AT, JT, RS (IWT) |
| 2.1 | DOC added in sections and review of content | 28 August | DOC |
| 2.2 | Amended changes after collaboration and feedback from the EDI Steering Group | 30 August 2022 | IWT |
| 2.3 | Updated to include best practice consideration of the Human Rights act | 26 January 2023 | Chris Braithwaite |
| 2.4 | Updated to include EDI objectives | 6 September 2023 | Roshini Mylvaganam |