

Royal Opera House – Body Worn CCTV Cameras Privacy Notice

Our security personnel use body worn CCTV cameras (or ‘bodycams’) on our premises for the purposes of crime prevention and public safety. The bodycams are used to record incidents involving the public which warrant a recording to be made. An incident is considered as any engagement with a member of the public which in the opinion of our security personnel is confrontational and may involve instances of aggression, threats, or physical or verbal abuse.

Bodycam footage is recorded on the basis of our legitimate interest in deterring and detecting crime. A copy of the Legitimate Interest Assessment relevant to this processing are available on request from dpm@roh.co.uk.

Prior to the commencement of a recording, our security personnel will, where possible, make a verbal announcement that recording will be carried out. Bodycams may record video and audio, and do not include facial recognition technology. Recordings are retained for three days after which they are deleted unless specifically selected for retention. We have taken appropriate steps to ensure that the data recorded by the system is stored securely.

Recordings may be retained if they are required for further investigation. In that case, recordings will be retained until the investigation and any consequent legal or other remediation action has been completed. We will not share the recordings with anyone or transfer them outside the United Kingdom unless required to by law.

If you believe you have been recorded by a body worn CCTV camera, you can contact us using the details below to exercise your rights as a data subject.

These rights include:

- The right to receive a copy of your data. As this is a CCTV recording system without facial recognition capability we will ask you to give precise times and dates for the recordings you require and may be unable to provide you with copies of any part of the recording which also includes images of other people in order to protect their rights and freedoms.
- The right to request erasure of your data. As with requests for copies we will require you to provide specific dates and times for the recordings you wish to have erased, and we may refuse to comply

with your request if in our reasonable opinion such deletion would compromise our ability to use the system for the purpose for which it is intended.

- The rights to object to or limit processing. You have a right to object to the processing of your personal data. Please note that we may refuse to comply with your objection if we believe there are compelling legitimate grounds to continue processing which override your rights and freedoms.

Please note that this notice constitutes notification of the details of processing in accordance with Article 13 of the General Data Protection Regulation as enacted in the UK in the Data Protection Act 2018. Note also that the rights to correction and portability of data do not apply in this case.

The Royal Opera House is the data controller of your personal information. The contact details to exercise your rights or to request clarification of any aspect of this notice are:

Royal Opera House
Bow Street
Covent Garden
London
WC2E 9DD

By phone +44 (0)20 7240 1200 or you can message us via our website www.roh.org.uk/contact

If you have questions regarding your information or its use, please contact our Data Protection Manager by email: dpm@roh.org.uk or by phone: +44 (0)20 7240 1200.

You also have the right to make a complaint to the Information Commissioner's Office – the supervisory authority that handles data protection law in the UK. You can contact them at:

Their website: <https://ico.org.uk/make-a-complaint/>

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
email: casework@ico.org.uk
telephone: 0303 123 1113

This policy was last updated on 17th August 2021. We may update it at any time.