

Royal Opera House CCTV Privacy Notice

We use closed-circuit television (CCTV) cameras on all our premises for the purposes of crime prevention and public safety. CCTV cameras are in operation at the front-of-house (i.e. all areas in the Royal Opera House that are used by the public), back-of-house (i.e. areas closed to the public) and exterior of the premises.

CCTV footage is recorded based on our legitimate interest in prevention and detecting crime and to defend against potential legal claims. A copy of the Legitimate Interest Assessment relevant to this processing are available on request from dpm@roh.co.uk.

The CCTV system has no automated facial recognition facility. Recordings are retained for 30 days after which they are automatically 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 an incident is suspected and the recordings are required for 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 the CCTV system 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 general 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. We are unable to exempt anyone from collection as the CCTV system is permanently in operation. Accordingly, we are unable to accept objections and limitations to processing as this would compromise our ability to use the system for its intended purpose.

Please note that this notice, in conjunction with the posted physical CCTV warnings on display at our premises, 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 via 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 21st October 2025. We may update it at any time.