Privacy Notice: Call Recording

Privacy Notice: Call Recording

Purpose of Call Recording

Our school may record telephone calls for the following purposes:

- To maintain accurate records of important conversations.

- To support staff training and development.

- To ensure the safety, security, and wellbeing of pupils, staff, and parents.

- To provide evidence in the event of a dispute, complaint, or safeguarding concern.

Lawful Basis for Processing

The school processes recorded calls under the following lawful bases, as defined by the UK GDPR:

- Public Task – where processing is necessary for the school to perform its official functions.

- Legal Obligation – where processing is required to comply with safeguarding, statutory, or regulatory requirements.

- Legitimate Interests – where recording helps to protect staff, pupils, and parents from inappropriate behaviour, or supports resolution of disputes.

What Information is Collected

- Caller ID/phone number.

- Date, time, and duration of the call.

- Audio recording of the conversation.

Who Has Access

- Only authorised members of staff will have access to recordings.

- Access is strictly controlled and monitored.

- Recordings will not be shared with third parties unless there is a lawful reason (e.g., safeguarding, legal requirements, law enforcement).

Privacy Notice: Call Recording

Retention Period

- Call recordings will be retained for no longer than necessary.

- Typically, recordings are held for [insert retention period, e.g. 6–12 months] unless required for an ongoing investigation, complaint, or safeguarding matter.

Your Rights

Under the UK GDPR, you have the right to:

- Request access to your personal data.

- Request rectification of any inaccuracies.

- Request erasure of your data (where applicable).

- Restrict or object to processing (where applicable).

- Lodge a complaint with the Information Commissioner's Office (ICO).

Contact Details

If you have any questions about this notice or how your data is handled, please contact:

Data Protection Officer (DPO)

Joanne Lynskey

Eastcroft Park Primary Scholl,

Hollinghurst Road,

Kirkby,

Merseyside,

L33 1EB.

Tel: 0151 477 8210