Privacy Notice: Call Recording

Call Recording – Privacy Notice (Parent Summary)

Introduction

Sometimes our school may record phone calls. This is to:

- Keep a clear record of important conversations.

- Help staff with training and support.

- Make sure pupils, parents, and staff are safe and protected.

- Provide evidence if there's ever a complaint, dispute, or safeguarding concern.

What's recorded?

- The phone number calling in or out, plus the date and time.

- A recording of what was said during the call.

Who can listen?

- Only authorised staff.

- Recordings will not be shared unless the law or safeguarding requires it.

How long are they kept?

- Recordings are normally kept for [insert retention period, e.g. 6–12 months].

- If linked to an investigation or complaint, they may be stored longer.

Your rights

Parents and carers can ask to see what information is kept about them. You also have rights to request corrections or raise concerns.

Questions?

If you'd like to know more, please contact:

Data Protection Officer (DPO)
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