

Privacy Notice – Telephone Recordings

*Christ at the Centre*

Signed by:

Headteacher:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Chair of Governors: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Review Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Privacy Notice – Telephone Recordings

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| **Rejoice**  |  **Respect**  | **Resilience** |



# How we use telephone recordings:

St Philip’s Catholic Primary School is committed to ensuring that we’re transparent about the ways in which we use your personal information and that we have the right controls in place to ensure it is used responsibly and is kept safe from inappropriate access, theft or misuse. St Philip’s Catholic Primary School is a ‘data controller’ for the purposes of the (UK) General Data Protection Regulation (GDPR).

This privacy notice explains how we use your personal information and tells you about your privacy rights and how the law protects you.

**We collect your information to:**

**Telephone call recording:**

* To identify staff training needs
* Protect our staff from abusive or nuisance calls
* Investigate complaints
* The prevention, investigation and detection of crime.

**The categories of this information that we collect, process, hold and share include:**

**Telephone Calls recordings**

* Telephone Calls recordings
* Telephone numbers unless the number is withheld by the caller.

**The lawful basis on which we use this information:**

**Legitimate Interest:**

The school has a legitimate interest in recording telephone conversations, unless those interests are overridden by you by asking for your call not to be recorded. Call recordings will be used:

**Collecting this information**

**Telephone Calls recordings**

All calls to and from the school are recorded. Individuals will be informed that the call is being recorded before the call takes place.

**Storing this information**

Recorded images and calls will be stored in a way that ensures the integrity of the recording and in a way that allows specific times and dates to be identified. Access to recordings is restricted to the Headteacher and School Business Manager

**Who we share data with;**

We use third party suppliers for our phone system.

We do not routinely share this information with any external organisations or third parties.

There may be circumstances in which we may lawfully share telephone recordings with third parties where, for example, we are required to do so by law, by court order, or to prevent fraud or other crimes. Where we share data, however, we shall do so in accordance with applicable data protection laws.

We will not give information about you to anyone outside this establishment without your consent unless the law permits it.

**Data Retention**

The data will be retained for 28 days after which time it will be destroyed.

However, on occasions there may be a need to keep recordings for longer, for example when further investigation is required into the matter being raised or where there has been behaviour that is abusive, offensive, threatening or has caused distress or alarm to the school or its employees.

**Rights of individuals**

You may exercise the rights listed below in relation to our use of your personal information. Some rights are absolute and others are not.

To find out more about how these rights apply in particular circumstances, please refer to our Guide to exercising your Rights.

To exercise these rights, please contact the School Business Manager by emailing finance@st-philips.stockport.sch.uk

**Complaints (ICO)**

If you're not satisfied with the way we have answered a request from you or handled your personal information, you have the right to make a complaint to the Information Commissioner.

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Email: casework@ico.org.uk

This right is not dependant on you raising a complaint with us first, but we would encourage you to contact our Data Protection Officer by emailing IGSchoolSupport@stockport.gov.uk so we can consider your concerns as quickly as possible.

**Keep updated on changes to our privacy notice**

We may update or revise this privacy notice at any time so please refer to the version published on our website for the