



Privacy Notice

Call Recording

Higham Lane School

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Helping Learners Succeed

Privacy Notice

Why are we giving this to you?

This Privacy Notice explains how the school use recordings of phone calls. When a call is recorded the School collect: -

- A recording of the conversation
- Your phone number

What is a Privacy Notice?

A Privacy Notice sets out to individuals how we use any personal data that we hold about them. Information that we hold in relation to individuals is known as their “personal data”. This will include data that we obtain from you directly and data about you that we obtain from other people and organisations. Under data protection law we are required to publish this data. We comply with individuals’ right to be informed about how the School uses any personal data by providing ‘privacy notices’. This Privacy Notice explains how we process (collect, store, use and share) personal data about our pupils.

Which calls does this refer to?

Incoming and outgoing telephone calls will be recorded from all School telephone extensions and stored on a secure server hosted by a third-party data processor. If you would rather your call was not recorded, then you are advised to contact the school either in writing or by email.

Why are calls being recorded?

The school has a legitimate interest in recording telephone conversations. Call recordings will be used:

- To investigate and resolve a complaint
- For the detection, investigation and prevention of crime (including fraud)

It also hopefully means employees feel more protected knowing that any threatening, intimidating or aggressive behaviour can be evidenced and acted upon where necessary.

How will call recordings be used?

- Complaints and disputes – Some calls are verbally resolved. In the event of a complaint or dispute, a call recording may provide additional information to investigate any allegations.
- Employee safety and wellbeing – A recording may become a piece of evidence in the event of any threats being made to the individual or the school.

How the School inform people that calls are recorded?

Anyone who calls the school will hear a pre-recorded message informing them that calls are being recorded.

This privacy notice also compliments the above information.

Who the School might share a call recording with

The school may be asked to share a call recording with an investigating officer in order for them to respond to a complaint or issue.

The school may be required or permitted, under Data Protection legislation, to disclose your personal data without your explicit consent, for example if there is a legal obligation to do so, such as for:

- Law enforcement
- Court proceedings
- Criminal prosecutions

Your rights

Where the School process your personal data, you have a number of rights under data protection law including your right:

- Of access – you have the right to ask the school for copies of your personal information;
- To rectification – you have the right to request the school to rectify personal information you think is inaccurate or incomplete;
- To erasure – you have the right to request the school erase your personal information in certain circumstances
- To restriction of processing – you have the right to object to the processing of your personal information in certain circumstances;
- To data portability – you have the right to request that the school transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

How Long do the School Keep Telephone Recordings?

Recordings are kept securely and confidentially and will not be kept for longer than 31 days unless required to be retained for an investigation, legal reasons or a potential safeguarding concern.

Keeping this information safe

It is very important that only people who need to use your information can see it. The School keeps your information safe by following the procedures detailed in the Data Protection Policy for the School.

Complaints

The school take any complaints about the collection and use of personal information very seriously.

If you think that the school collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about the School data processing, please raise this with the School Data Protection Officer in the first instance.

Alternative, you can make a complaint to the Information Commissioner's Office:

- Report a concern online
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. <https://ico.org.uk/concerns/>.

Contact

We also have a person called the Data Protection Officer for the School. They can answer any questions you have about this privacy notice. If you want to speak to the Data Protection Officer, then you can do so at:

The Data Protection Officer
Higham Lane School
Shanklin Drive
Nuneaton
Cv10 0BJ
Tel: 02476 388123
dpo@highamlaneschool.co.uk