



# CALL RECORDING POLICY

## PURPOSE AND AIM OF THE POLICY

Stokes Wood Primary School has a telephone system that is capable of recording telephone conversations. We may occasionally record telephone calls for the purpose of:-

- Helping identify staff training needs;
- Assisting in safeguarding pupils and staff;
- Helping protect staff from abusive calls;
- Establishing the facts in the event of a complaint and to assist in its resolution.

The purpose of this policy is to ensure call recordings are fair, proportionate and managed in line with General Data Protection Regulation (GDPR).

## SCOPE

Telephone calls received or made by staff at Stokes Wood Primary School may occasionally be recorded if the Headteacher, Deputy and Assistant Headteachers or office staff determine it to be necessary.

The recordings shall be stored securely, with access to the recordings controlled and managed by the Headteacher, Business Manager and IT Manager. Recordings will be retained for a period of 8 years and will not be shared outside of the school unless we are legally required to do so, or if it was to assist with safeguarding.

Parents/careers are notified that calls may be recorded in their pupils' induction pack. Our answerphone message which greets callers when they ring in informs them that calls may be recorded.

Staff will be notified that calls may be recorded in the staff handbook and safeguarding policy, and a member of staff will be informed if school is recording the call made to them.