

# Telephone Call Recording - Privacy Notice

## Which calls does this refer to?

Incoming and outgoing telephone conversations maybe recorded.

## Why are calls being recorded?

We have a legitimate interest in recording our telephone conversations with you. We may refer to the recording to clarify the details of our conversation and for internal training purposes.

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?

**Training and development** Listening to a sample number of calls allows managers to identify training needs.

**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 organisation.

## How have we informed people that we record calls?

There is information on our website

Parents who ring Congerstone Primary School hear the following message:

**Calls to and from this number maybe recorded for training and monitoring purposes.**

This privacy notice also complements the above information

## How long do we keep your telephone call recording?

Routine telephone conversations will not be kept for longer than 31 days. 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 organisation or our employee.

## Can I request a copy of my call recording?

If the recording is available, you can request a copy of your conversation by contacting our DPO School Data Protection Officer, Warwickshire Legal Services contact - [schoolDPO@warwickshire.gov.uk](mailto:schoolDPO@warwickshire.gov.uk) and postal address Warwickshire Legal Services, PO Box 9, Shire Hall, Warwick CV34 4RL.

This will be provided to you in accordance with the terms of the Data Protection Act 1998.