

SAINT BEDE'S CATHOLIC HIGH SCHOOL
LYTHAM



Call Recording Policy

PURPOSE AND AIM OF THE POLICY

Saint Bede's Catholic High School has a telephone system that is capable of recording telephone conversations on demand. We may occasionally record telephone calls for the purposes such as:

- 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
- Helping to prevent or detect crime.

The purpose of this policy is to ensure call recordings are fair, proportionate and managed in line with the Data Protection Act data retention requirements.

Telephone calls received or made by staff at Saint Bede's Catholic High School may occasionally be recorded if the member of staff receiving/making the call determines it to be necessary and proportionate in line with this policy. This is achieved by pressing the "record" button on the telephone.

At the end of the call, a file containing the recording of the call is emailed to the member of staff and this file must be stored securely by the recipient. Recordings will only be retained for the period needed to deal with the issue that prompted the recording and will be deleted as soon as no longer required. Recordings in relation to safeguarding matters must be stored securely on the CPOMS system. The recordings will not be shared outside of the school unless we are legally required to do so, or if it is to assist with a safeguarding matter.

A copy of this policy is published on our website so that parents/carers are aware we may record calls. We will also state that "Calls may be recorded for training, monitoring and safeguarding purposes" on our "Contact Us" page on our website. Our message which greets all callers when they phone the main school number also informs them that calls may be recorded.

Staff will be notified under what circumstances it may be appropriate to initiate call recording through this policy and also information included in the staff handbook and safeguarding policy.

This policy will be reviewed annually and updated, as appropriate.