



## **Call Monitoring Policy**

Adopted by Governing Body: 22.10.19

Reviewed by Governing Body: 22.10.19

Cycle of review: 3 years

Statutory Policy: No

## **PURPOSE AND AIM OF THE POLICY**

Pitcheroak schools telephone system is capable of recording telephone conversations.

We record all incoming and outgoing telephone calls for the purposes 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 the Data Protection Act data retention requirements.

### **Scope**

All incoming and outgoing telephone calls made to 01527 65576 (Main Line) and 01527 363999 (DDI) or received by 01527 65576 or 01527 363999 will be recorded.

The recordings are stored on-premise, with control and access to the recordings managed by the ICT Network Manager in liaison the Senior Leadership Team.

Recordings will be retained for a maximum period of 1 year 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.

When calls are made to 01527 65576 or 01527 363999 users are reminded that *“We will record this call, for monitoring and safeguarding purposes.”* By the interactive voice response system.