

Ormiston Sir Stanley Matthews Academy

Telephone Recording Policy

Introduction

Ormiston Sir Stanley Matthews Academy has a telephone system that is capable of recording conversations. Like many other organisations, this is a standard practice that allows the recording of telephone calls for quality monitoring, training, compliance and security purposes.

Calls received by the Academy will be recorded and retained for a period of 7 days (when further investigation into a matter requires the recording to be retained for longer – the Academy retains the discretion to keep the recording as circumstances dictate). These recordings will only be used for the purposes specified in this policy. The call recording facility is manual and can be activated by a member of the Academy staff at any time.

Purpose of this telephone recording policy

In order to maintain high standards and protect the public and staff we may record telephone calls received into the Academy or made by the Academy and retain them for a limited period of time.

We shall ensure that the use of these recordings is fair and that we comply with the requirements of the relevant legislation. This includes:

- The Regulation of Investigatory Powers Act 2000;
- The Telecommunications (Lawful Business Practice) (Interception of Communications Regulations) 2000;
- The Telecommunications (Data Protection and Privacy) Regulations 1999;
- The Data Protection Act 1998; and
- The Human Rights Act 1998.

Scope of policy

Some calls made to the Academy will be recorded. Under normal circumstances a call will not be retrieved or monitored unless:

- It is necessary to investigate a complaint;
- It is part of a management 'spot check' that standards are being met;
- There is a threat to the health and safety of staff or visitors or for the prevention or detection of crime;
- It is necessary to check compliance with regulatory procedures; or
- It will aid standards in call handling through use in training and coaching our staff. However, this will only be permitted if the recording is edited so that the caller remains anonymous and the member of staff who was party to the call agrees to its being used in this way.

If it becomes clear that a communication is private or the person making the call says that they do not wish to have their call recorded, the call recording will be stopped.

Collecting information

Personal data collected in the course of recording activities will be processed fairly and lawfully in accordance with the Data Protection Act 1998. It will be:

- Adequate, relevant and not excessive;
- Used for the purpose(s) stated in this policy only and not used for any other purposes;
- Accessible only to senior and pastoral staff;
- Treated confidentially;
- Stored securely; and
- Not kept for longer than necessary and will be securely destroyed once the issue(s) in question have been resolved.

Advising callers that calls are being monitored/recorded

Where call recording facilities are being used on incoming calls we will inform the caller that their call is being monitored/recorded for quality / training purposes (via the introductory message) so that they have the opportunity to consent by continuing with the call or hanging up. Where call recording facilities are being used on outgoing calls we will inform the person we are calling when the conversation is being recorded.

Storage and deletion of recorded calls

If a call has been recorded and retrieved it must be stored in the password protected folder on the T Drive. Unless specifically requested the file will be deleted by the Administration Team after 7 working days. If a request has been received to store the file for longer this will be securely saved by the Administration Team.

Actions

