



# Privacy Notice

## Recording of Telephone Conversations

At Perins MAT schools, all external phone calls are recorded. We comply with the requirements of the Regulation of Investigatory Powers Act 2000, Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 and Data Protection Act 2018. Our lawful basis for processing this data is that it is in our legitimate interest

This Privacy Notice explains how we collect, use and store recordings of phone calls.

### What we collect:

- a recording of the conversation
- your phone number

### Payment Details:

We do not currently take any payments over the phone and so none of our staff will ask you for payment details.

### How we collect:

We record calls when you call the school on any of our contact numbers. We record all calls when we call you.

### How we process the data:

Call recordings may be used:

- to assist in quality monitoring of staff
- to investigate and resolve a complaint
- for the detection, investigation and prevention of crime

### Sharing your personal data:

We may share a call recording with other school staff in the best interests of our students or staff. We may also share call recordings with the police or local authorities. The services that Perins School may share your personal data with will have their own Privacy Notice.

If we receive a request from someone representing you (including parents of students), we will check that you have given your consent first.

We may be required or permitted, under Data Protection legislation, to disclose your personal data without your explicit consent, for example if we have a legal obligation to do so, such as for:

- child protection
- law investigations
- criminal prosecutions
- court proceedings

### Opting out:

You may request that your call isn't recorded. In this situation, you'll normally be advised to contact us either in writing or by email. We will need to terminate the call at that point and re-arrange to call when we have received a request.

### How we store your data:

Calls are recorded and stored electronically on internal servers. We retain call recordings for 90 days after which time, they are deleted.

Your rights under the Data Protection Act 2018 are fully explained in our full Data Privacy Notice

[https://www.perinsmat.org/files/ugd/911bca\\_515689eb705842ae8554f531877f5592.pdf](https://www.perinsmat.org/files/ugd/911bca_515689eb705842ae8554f531877f5592.pdf)

