



St. Cuthbert's
Roman Catholic High School

WHOLE SCHOOL POLICY & PROCEDURES

CALL RECORDING POLICY



Mission Statement

'The Lord God requires of us that we should help others whenever we can, always make the right choices and be the best that we can be in everything that we do'.

Policy: Call Recording Policy

Type: School Policy

Website: Yes

Author: J Ward

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Telecoms recording policy

Overview

The purpose of this document is to outline the roles and responsibilities of St Cuthbert's RC High School in its duty under the data protection act 1998 and the Telecommunications Regulations 1999.

What can be monitored?

The school can if it deems necessary record a conversation of the following is applicable:

1. Establishing the existence of facts
2. Ascertaining compliance with regulatory or self-regulatory practices or procedures
3. Ascertaining or demonstrating standards which are achieved or ought to be achieved by persons using the system
4. Preventing or detecting crime
5. Investigating or detecting unauthorized use of the business telecoms systems
6. Ensuring the effective operation of the system
7. Training of staff
8. Quality control

Method of recording

Data will be recorded digitally and kept for a period of no longer than 30 days from the time of the recording, after this point the recording shall be destroyed unless it has been deemed necessary to keep the recording for legal purposes.

If there has been a request for the recording to be kept longer than this the recording must be signed over to the proper authorities and responsibility for the destruction of the recording will be transferred to the 3rd party.

Only official 3rd parties will be able to request a copy of said recordings and this must be placed in writing to the data controller of St Cuthbert's RC within the 30 day validity period of the recording.

Recordings are not encrypted and are stored on users local voicemail, they cannot be used as evidence in a UK court as the recordings are not encrypted, tamper proof or timestamped.

Informing relevant parties of recording/monitoring

It is not necessary to gain consent from participants in a telephone call before commencing recording, monitoring or Intercepting.

However, all reasonable efforts must be taken to inform all parties of the intent to record or monitor.

This is generally achieved via information contained in advertisements, letterheads or within terms and conditions.

It is also acknowledged that in certain circumstances it may not be appropriate to publicise the existence of recording equipment externally (i.e. monitoring a switchboard for bomb threats) and provision is made for this within the guidelines.

Employee Rights

Employers are naturally permitted to intercept communications for keeping a record for all the areas mentioned above in the What Can Be Monitored section. It is also acceptable to monitor (but not record) phone calls that have been received to see whether they are relevant to the business.

However, the recent European Convention on Human Rights judgment based on the principle that “everyone has the right to respect for his private and family life, his home and his correspondence” must be borne in mind. It may, therefore, not be sufficient to warn employees that their calls may be monitored because it is not reasonable to assume that people at work will never make or receive calls touching on personal and or domestic matters. This means there must be some way for employees to make and receive personal calls that will not be monitored or recorded in the workplace.

As with external parties’ employers have an obligation to make all reasonable efforts to make internal employees aware that calls may be monitored or recorded. If this is regularly carried out it can be taken as implied consent and removes the expectation of privacy. Although not a strict legal requirement, it is certainly good practice to make staff aware of why their calls may be recorded. This will offer a higher degree of protection in case of a legal challenge.

Reference

<http://www.opsi.gov.uk/si/si2000/20002699.htm>

http://www.opsi.gov.uk/acts/acts2000/ukpga_20000023_en_3#pt1-ch1-pb4-l1g16

<http://www.legislation.gov.uk/ukpga/1998/29/contents>