

## Privacy Notice – Recording telephone calls

Our school records incoming telephone calls to:

- Check for accuracy of the request, content of the conversation and details given, should a query arise later
- Train staff
- Assist in complaint investigations
- Provide evidence of abusive behaviour, should it occur

If you object to this, you will need to end the call when you are advised that calls may be recorded. Alternative methods of communication are available:

- call in person at the school gate when dropping off or collecting or at the office
- email [office@hcschool.org.uk](mailto:office@hcschool.org.uk).

Your telephone recorded information will not be transferred outside the European Economic Area.

1) Data Controller contact details	Houghton Conquest Lower School, High Street, Houghton Conquest. BEDS. MK45 3LL
2) Data Protection Officer contact details	Mrs A Allen Email: hconquest@hcschool.org.uk
3) Purpose of the processing	Is necessary to ensure we offer a safe, efficient and effective telephone service to our families, contacts and to protect our staff and any other participants.
4) Lawful basis for processing	The processing of personal data in the delivery of education services and for providers' administrative purposes in this school is supported under the following  Article 6 conditions of the GDPR:  Article 6(1)(c) "processing is necessary for compliance with a legal obligation to which the controller is subject."  Article 6(1)(e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;  We will also recognise your rights established under UK case law collectively known as the "Common Law Duty of Confidentiality"*

5) Recipient or categories of recipients of the processed data	The data may be shared with Health and care professionals and support staff in this school and Police Service.
6) Rights to object	You have the right to object to some or all the information being processed under Article 21. Please contact the Data Controller or the school office. You should be aware that this is a right to raise an objection, that is not the same as having an absolute right to have your wishes granted in every circumstance.
7) Right to access and correct	All recordings are held in a secure server, access only by Headteacher and Business Manager as required.  You have the right to access the data that is being, recorded, shared and have any inaccuracies corrected. There is no right to have accurate medical records deleted except when ordered by a court of Law.
8) Retention period	The data will be retained for 60 days after which time it will be destroyed.
9) Right to Complain.	You have the right to complain to the Information Commissioner's Office, you can use this link <a href="https://ico.org.uk/global/contact-us/">https://ico.org.uk/global/contact-us/</a> or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

*\* "Common Law Duty of Confidentiality", common law is not written out in one document like an Act of Parliament. It is a form of law based on previous court cases decided by judges; hence, it is also referred to as 'judge-made' or case law. The law is applied by reference to those previous cases, so common law is also said to be based on precedent.*

*The general position is that if information is given in circumstances where it is expected that a duty of confidence applies, that information cannot normally be disclosed without the information provider's consent.*

*Three circumstances making disclosure of confidential information lawful are:*

- where the individual to whom the information relates has consented.*
- where disclosure is in the public interest; and*
- where there is a legal duty to do so, for example a court order.*