



## Call Recording Policy

	Board of Governors
<b>Last reviewed on:</b>	June 2025
<b>Next review due by:</b>	June 2027

## **Our vision**

At Rugby High School, we set heights in our heart.

While striving for **excellence for all**, in all its forms, our aim as a school is to encourage our students to be ambitious and creative thinkers, to face challenges, to work together, to learn to apply and adapt their knowledge and understanding so that they are prepared and excited for the future, whatever it may bring.

Our aspiration is that **all our students** understand what it is to show compassion and empathy and to take responsibility as brave, independent global citizens.

Our students will move on from Rugby High School knowing how to be Resilient, Healthy and Successful, showing kindness, care and respect to others

**Inspired by their curiosity and love for learning our students will leave us with a confident voice, ready to take their place, knowing that their actions have the potential to change the world.**

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

Rugby High School has a telephone system that is capable of recording telephone conversations on demand. We may occasionally record telephone calls for the purposes such as:

- 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
- Helping to prevent or detect crime.

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.

Telephone calls received or made by staff at Rugby High School may occasionally be recorded if the member of staff receiving/making the call determines it to be necessary and proportionate in line with this policy. This is achieved by pressing the “record” button on the telephone.

Recordings will only be retained for the period needed to deal with the issue that prompted the recording and will be deleted as soon as no longer than 6 months. Recordings in relation to safeguarding matters must be stored securely on the My Concern system. The recordings will not be shared outside of the school unless we are legally required to do so, or if it is to assist with a safeguarding matter.

A copy of this policy is published on our website so that parents/carers are aware we may record calls. We will also state that “Calls may be recorded for training or monitoring purposes”. Our message which greets all callers when they phone the main school number also informs them that calls may be recorded.

Staff will be notified under what circumstances it may be appropriate to initiate call recording through this policy and also information included in the staff handbook and safeguarding policy.