Thorpe Acre Junior School

Thorpe Acre Infant School

Privacy Notice: Telephone Recordings and Meeting Transcripts

Reviewed : November 2026

Learning, Working and Succeeding Together
Reaching High, Learning and Growing Together

Safeguarding Statement
At Thorpe Acre Infant School and Thorpe Acre Junior School, we respect and value all pupils and are committed to providing a caring, friendly and safe environment for all our pupils so they can learn, in a relaxed and secure atmosphere. We believe every pupil should be able to participate in all school activities in an enjoyable and safe environment and be protected from harm. This is the responsibility of every adult employed by, or invited to, deliver services at Thorpe Acre Infant School and Thorpe Acre Junior School. We recognise our responsibility to safeguard all who access school and promote the welfare of all our pupils by protecting them from physical, sexual and emotional abuse, neglect and bullying.

GDPR Statement
Data will be processed to be in line with our requirements and protections set out in the UK General Data Protection Regulation, Data Protection Act as amended by the Data (Use and Access) Act 2025.

Equality, Diversity and Inclusion Impact Statement
We have carefully considered and analysed the impact of this policy on equality, diversity and inclusion and the possible implications for pupils with protected characteristics. This forms part of our commitment to meet the Public Sector Equality Duty (PSED) requirement to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations with all stakeholders.

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1. Introduction

This privacy notice outlines how our schools collect, stores, and uses personal data through telephone recordings, meeting transcripts, CCTV systems, and our sign-in procedures. It applies to all individuals who interact with our schools, including staff, governors, volunteers, pupils, parents, carers, contractors, and visitors.

2. Telephone call recordings

Outgoing and incoming calls to the schools' main telephone lines may be recorded for training and monitoring purposes. This does not apply to calls made from or to work mobile phones.

The data collected includes:

- caller ID;
- date and time of the call;
- call duration;
- an audio recording.

The data is stored securely within the schools' telephone systems. Access is restricted to authorised personnel, including the Headteacher, members of the Senior Leadership Team (SLT), the IT Technician and Office Manager.

The recordings are retained for one week unless we are required to retain for longer in the event of an investigation or for legal purposes.

3. Meeting transcripts

Meetings may be transcribed using an approved AI system to support accurate record-keeping, improve time management, and ensure transparency.

The following meetings will be within scope to record:

- parent-teacher meetings;
- re-integration meetings;
- exclusion and complaint panels;
- disciplinary hearings;
- internal staff meetings;
- EHCP and SEND reviews;
- Governing board meetings.

Prior to any recording, all attendees will be informed, and a copy of the transcript can be obtained following the meeting if required. The schools request that recordings are not taken on attendees' personal devices in accordance with our communication charter unless agreed.

Any information discussed within a meeting will be collected this may include names, roles, opinions.

Transcripts will be removed from the AI system on a regular and frequent basis and filed appropriately. Records will then be retained in accordance with our retention schedule.

4. CCTV

CCTV is installed and is subject to appropriate controls, more details can be found in the CCTV policy on the website.

5. Our lawful basis for using the data

Our legal basis for processing the data as outlined above is Public Task. It is necessary for the schools to undertake such recordings to perform our functions as an education setting.

6. Other information

There is more information about how we manage, store and protect data in the data protection policy on our website. This also includes details about how to access your data and how to contact the Information Commissioner or our Data Protection lead if you have a query or concern about how data is being used or retained.

7. Review

Our schools will update this privacy notice from time to time. Any substantial changes that affect your rights will be provided to you directly as far as is reasonably practicable.