



CALL LOGS AND RECORDINGS

Procedure Reviewed and Adopted by DPO

Date of Next Review: May 2024

1. Introduction

The purpose of this Policy is to regulate the management, operation and use of the call recording system within Vision Academy Learning Trust. The system records all phone calls both inbound and outbound and this is publicised on the relevant school's website and on the relevant privacy notices. All calls are stored offsite and are only accessible through the phone system's online portal.

2. Recording System Objectives

- To assist in safeguarding staff and members of the public contacting the school.

3. Operation and Monitoring

The call logging and recording system available as part of the phone system portal, which requires a system administrator role to be able to view all call logs and retrieve call recordings. Call recording system will comply with the requirements of the General Data Protection Regulation. The school will treat the system and all information and recordings obtained as data to be protected by the GDPR. Our lawful basis for processing call recordings is Article 6(1)(d) – to protect the vital interests of the data subject

The call logging and recording functionality will only be checked and acted upon, when a request from a member of the Senior Leadership Team is made. Access to the phone portal, call logs and recordings is strictly controlled and only accessible by a system administrator.

3.1 Request for call monitoring logs or recordings

- Complaint logged / issue arises
- Check school's procedures regarding complaints and pass on issues to a member of the Senior Leadership Team.
- Member of Senior Leadership Team to decide upon course of action to be taken for complaint / issue
 - Request for call logs and recording to be made to the Trust IT Manager via Email – Providing information regarding date, approximate time, if the call was inbound or outbound and telephone number
 - The Trust IT Manager or member of the IT Department will then login to the phone system's online portal and access the Logs section of the system to download the call log or recording referring to the information provided (Call recordings will not be listened to)
 - Call log or recording will only be securely emailed to the member of Senior Leadership who initially requested the data
- Member of Senior Leadership Team to continue with the school's procedure until the issue is resolved

4 Call logs and recordings

Call logs and recordings are only to be accessed after an event has occurred or concern has been raised that requires the logs or recording to be retrieved. The data logs and recordings are retained in line with our Privacy Notices.

The details required to access the logs and recordings are securely stored by the system administrators at each School and can only be accessed by system administrators.