



# PRIVACY NOTICE – TELEPHONE AND CCTV RECORDINGS

Version	Author	Policy approved by	Approval date	Review date	Changes made
V1	Information Governance Team	Information Governance Team			New

## How we use telephone and CCTV recordings:

Bridge Hall Primary School is committed to ensuring that we're transparent about the ways in which we use your personal information and that we have the right controls in place to ensure it is used responsibly and is kept safe from inappropriate access, theft or misuse. Bridge Hall Primary School is a 'data controller' for the purposes of the (UK) General Data Protection Regulation (GDPR).

This privacy notice explains how we use your personal information and tells you about your privacy rights and how the law protects you.

## We collect your information to:

### Telephone call recording:

- Maintain a safe environment.
- Ensure the welfare of pupils, staff and visitors.

### CCTV

- Maintain a safe environment.
- Ensure the welfare of pupils, staff and visitors.
- Deter criminal acts against persons and property.
- The prevention, investigation and detection of crime.
- Monitoring the security of the site.

## The categories of this information that we collect, process, hold and share include:

### Telephone Calls recordings

- Telephone Calls recordings
- Telephone numbers unless the number is withheld by the caller.

### CCTV

- Images and video footage of pupils, staff, parents and visitors

## The lawful basis on which we use this information:

### Legitimate Interest:

The school has a legitimate interest in recording telephone conversations, unless those interests are overridden by you by asking for your call not to be recorded. Call recordings will be used:

### Public Task;

We process CCTV data in order to comply with our public task, namely to ensure that the security of our pupils, staff, buildings and their contents are maintained at all times.

## Collecting this information

### Telephone Calls recordings

All calls to and from the school are recorded. Individuals will be informed that the call is being recorded before the call takes place.

**Commented [LS1]:** Please ensure this is applicable to incoming AND outgoing calls. For outgoing this will probably involve staff being trained

### CCTV

In areas where CCTV is used the school will ensure that there are prominent signs in place.

The signs will be:

- Clearly visible and readable.
- An appropriate size depending on context.

## Storing this information

Recorded images and calls will be stored in a way that ensures the integrity of the recording and in a way that allows specific times and dates to be identified. Access to recordings is restricted to the Headteacher.

### Who we share data with:

We use third party suppliers for our phone and CCTV systems.

We do not routinely share this information with any external organisations or third parties.

There may be circumstances in which we may lawfully share CCTV images or telephone recordings with third parties where, for example, we are required to do so by law, by court order, or to prevent fraud or other crimes. Where we share data, however, we shall do so in accordance with applicable data protection laws.

We will not give information about you to anyone outside this establishment without your consent unless the law permits it.

### Data Retention

The data will be retained for 28 Days after which time it will be destroyed.

**Commented [LS2]:** 28 days is the recommended record retention. If the information is kept for longer you need to justify why.

However, on occasions there may be a need to keep recordings for longer, for example when further investigation is required into the matter being raised or where there has been behaviour that is abusive, offensive, threatening or has caused distress or alarm to the school or its employees.

### **Rights of individuals**

You may exercise the rights listed below in relation to our use of your personal information. Some rights are absolute and others are not.

To find out more about how these rights apply in particular circumstances, please refer to our Guide to exercising your Rights.

To exercise these rights, please contact School Business Manager by emailing [admin@bridgehall.stockport.sch.uk](mailto:admin@bridgehall.stockport.sch.uk).

### **Complaints (ICO)**

If you're not satisfied with the way we have answered a request from you or handled your personal information, you have the right to make a complaint to the Information Commissioner.

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

This right is not dependant on you raising a complaint with us first, but we would encourage you to contact our Data Protection Officer by emailing [IGSchoolSupport@stockport.gov.uk](mailto:IGSchoolSupport@stockport.gov.uk) so we can consider your concerns as quickly as possible.

### **Keep updated on changes to our privacy notice**

We may update or revise this privacy notice at any time so please refer to the version published on our website for the most up to date details.