

Privacy Notice

Telephone recordings, meeting transcripts & CCTV



**CROWN HILLS
COMMUNITY COLLEGE**
A Specialist Sports College



Crown Hills Community College
Gwendolen Road, Leicester LE5 5FT
Tel: 0116 273 6893
office@crownhills.leicester.sch.uk
crownhills.com

Crown Hills Community College
Policy Document



Privacy Notice

Telephone recordings, meeting transcripts & CCTV

Policy Date:	Nov 2025	Version: 1.0		
Next Review	Nov 2026	Principal: Mr. Farhan Adam	Signature	Date
Ratified by Governing Body:				
		SLT Link: CMA	Date Reviewed:	

Introduction

This privacy notice outlines how Crown Hills Community College collects, 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 the Crown Hills Community College, including staff, governors, volunteers, pupils, parents, carers, contractors, and visitors.

Telephone Call Recordings

Outgoing and incoming calls to the school's 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 Crown Hills Community College. Access is restricted to authorised personnel, including the Headteacher, members of the Senior Leadership Team (SLT), and our IT Network manager.

The recordings are retained for 7 days unless we are required to retain for longer in the event of an investigation or for legal purposes.

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 Crown Hills Community College requests 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 within 7 days and filed appropriately. Records will then be retained in accordance with our retention schedule.

CCTV

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

Our lawful basis for using data

Our legal basis for processing the data as outlined above is public task. It is necessary for the Crown Hills Community College to undertake such recordings to perform our functions as an education setting.

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.

Review

The Crown Hills Community College 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.

Contact details

If you have a concern about the way Crown Hills Community College and/or the DfE is collecting or using your personal data, you can raise a concern with the school or you can also contact:

Our Data Protection Officer

John Walker

info@phplaw.co.uk

0300 3034360

The Brutus Centre, Station Road, Totnes, Devon, TQ9 5RW