

Telephone Call Recording – Privacy Notice

Squirrels Nursery Ltd (herein referred to as the 'Company') is the Data Controller for the purpose of data protection law.

This privacy notice has been written to explain how the Company uses recordings of phone calls. When a call is recorded the Company will collect:-

- A recording of the conversation
- Your phone number
- Date, time and duration of the call

1. Introduction

Under data protection law, individuals have a right to be informed about their personal data is processed. We comply with this right by providing privacy notices to individuals where we are processing their personal data.

Squirrels Nursery Ltd is the 'data controller' for the purposes of data protection law. This privacy notice explains how we collect, store and use personal data about individuals in relation to telephone calls. We take the security of your data seriously. We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed and is not accessed except by its employees and service providers in the performance of their duties. Please see below for details of our Data Protection Officer. The Directors are responsible for ensuring that the Company complies with its policies and procedures in relation to Data Protection. This policy has been written with consideration given to working practices.

2. Which calls does this refer to?

Incoming and outgoing telephone calls may be recorded. If you would rather your call was not recorded, then you are advised to contact the Company either in writing or by email.

3. Why are calls being recorded?

The Company 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:

- To investigate and resolve a complaint
- To help protect staff from aggressive, abusive or nuisance calls
- For the detection, investigation and prevention of crime (including fraud)
- Identify staff training needs and to support effective training

It also hopefully means employees feel more protected knowing that any threatening, intimidating or aggressive behaviour can be evidenced and acted upon where necessary.

4. How will call recordings be used?

- Complaints and disputes – Some calls are verbally resolved. In the event of a complaint or dispute, a call recording may provide additional information to investigate any allegations
- Employee safety and wellbeing – A recording may become a piece of evidence in the event of any threats being made to the individual or the Company.

5. How the Company informs people that calls are recorded?

Anyone who calls the Company will hear a pre-recorded message informing them that calls are being recorded. This privacy notice also compliments the above information. Parents have been sent a message via Famly informing them that call recording will take place. Information is also published on the Company's website.

6. Who might the Company share a call recording?

The company may be asked to share a call recording with an investigating officer in order for them to respond to a complaint or issue. The company may be required or permitted, under Data Protection legislation, to disclose your personal data without your explicit consent, for example if there is a legal obligation to do so, such as for:

- Law enforcement
- Court proceedings
- Criminal prosecutions

7. Your rights

Where the company processes your personal data, you have several rights under data protection law including your right:

- Of access – you have the right to ask the Company for copies of your personal information;
- To rectification – you have the right to request the Company to rectify personal information you think is inaccurate or incomplete;
- To erasure – you have the right to request the school erases your personal information in certain circumstances
- To restriction of processing – you have the right to object to the processing of your personal information in certain circumstances;
- To data portability – you have the right to request that the school transfers the personal information you gave us to another organisation, or to you, in certain circumstances.

8. How Long does the Company Keep Telephone Recordings?

Routine telephone conversations will not be kept for longer than 6 months. 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.

9. Complaints

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with the company in the first instance.

If you would like to make a complaint, please contact our Data Protection Officer (See Contact details below).

Postal Address – The Acorn Centre, 3 The Kestrels, Eagle Avenue, Waterlooville, PO89GX

Email – directors@squirrels nurseryltd.uk

Phone Number 02392263270

10. Last updated

We may need to update the privacy notice periodically, so we recommend that you revisit this information from time to time. This version was last updated on **13th February 2026**.

To be reviewed Feb 2027.

Signed: Wesley John Stokes - Director