Esteem Multi-Academy Trust (EMAT)
Privacy Notice - Telephone recordings, meeting transcripts and CCTV

Introduction

This privacy notice outlines how EMAT and its academies 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 Trust, including staff, governors, volunteers, pupils, parents, carers, contractors, and visitors.

Telephone call recordings

Outgoing and incoming calls our academies 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

If a telephone call is recorded, the data is stored securely and access is restricted to authorised personnel, including the Headteacher, members of the Senior Leadership Team (SLT), and our IT Technician.

The recordings are retained for 12 months, 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. EMAT 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 on a regular basis and filed appropriately. Records will then be retained in accordance with our retention schedule.

CCTV

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

Our lawful basis for using the data

Our legal basis for processing the data as outlined above is public task. It is necessary for EMAT 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

EMAT 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.

Updated October 2026