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Principal: James Harding-Mbogo

2nd November 2026

Dear Parents and Carers,

Subject: Introduction of Telephone Call Recording

To help enhance safeguarding, improve customer service and maintain accurate records of conversations, we would like to inform you that telephone calls made to and from the Academy may now be recorded.

Call recordings may be used for purposes including:

- Safeguarding and child protection.
- Investigating concerns, complaints or incidents.
- Staff training and quality assurance.
- Confirming information provided during telephone conversations.
- Protecting both parents and staff where there is a dispute about what was said.

When parents contact the Academy, they will hear a message informing them that calls may be recorded.

Recordings will be stored securely, accessed only by authorised staff and retained in accordance with the Academy's retention and data protection policies.

A copy of our updated Privacy Notice is available on the Academy website and includes further information about how we process personal data and the rights available to individuals under UK data protection legislation.

We believe the introduction of call recording will help protect all parties, support safeguarding arrangements and improve the accuracy of communications between home and school.

Yours sincerely,

James Harding-Mbogo
Principal

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