



Friday 19th June 2026

Dear Parents / Carers,

We are writing to remind all members of our school community about expectations regarding communication between parents / carers and school staff.

Recently, we have become aware of an increase in instances where telephone conversations between parents / carers and Academy staff may be being recorded. We understand that, in some circumstances, individuals may wish to retain a record of conversations. However, it is important that everyone understands the legal and professional considerations associated with this.

Under UK law, it is generally permitted for an individual to record a conversation that they are part of for their own personal use.

However, there are important limitations:

- Recordings must be for personal use only and are not intended to be shared with third parties without appropriate consent.
- Sharing, publishing or using recordings beyond personal use may breach data protection, privacy, and confidentiality laws, including UK GDPR and the Data Protection Act 2018.
- Individuals have a right to a reasonable expectation of privacy in conversations, particularly when discussing sensitive or confidential matters.

In the context of school communication, telephone calls often involve confidential discussions about children, families, staff and safeguarding matters. Covert recording of such conversations can undermine trust and may risk inappropriate sharing or use of sensitive information.

To ensure transparency and maintain professional standards:

- Parents / carers must inform staff at the start of a conversation if they intend to record it.
- The school expects all communication to take place in a respectful, open and transparent manner.

Please be aware that:

- If a member of staff has reason to believe that a conversation is being recorded without their knowledge or consent, they will politely end the call.
- Where concerns remain, we will invite parents / carers to attend a meeting in school, where clear expectations about recording and confidentiality can be agreed in advance.



We are committed to maintaining positive, respectful relationships with all families, and to ensuring that communication remains professional, respectful and focused on the best interests of the children in our care.

Thank you for your understanding and cooperation.

Yours sincerely,

Phillip Hannah
Headteacher, The Whitley AP Academy