



Privacy Notice for Recording and Transcribing Meetings on Microsoft Teams

Introduction

Five Rivers Child Care Limited ("FRCC", "we", "us", or "our") respects your privacy and is committed to protecting your personal data in accordance with applicable data protection laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA 2018).

This Privacy Notice explains how we process personal data when recording and transcribing meetings hosted on Microsoft Teams. It should be read in conjunction with any other privacy notices we may provide where necessary.

What Information We Collect

When recording and transcribing meetings on Microsoft Teams, we may collect and process the following types of personal data:

1. **Audio and Video Recordings:** This includes participants' spoken contributions and any video captured during the meeting.
2. **Transcriptions:** This includes text-based records of spoken content transcribed during meetings, including participants' individual contributions.
3. **Metadata:** This includes meeting details such as participant names, email addresses, timestamps, meeting duration, device information, and any other metadata generated by Microsoft Teams.

Personal data will only be collected and processed for the specific purposes outlined in this notice.

How We Use Your Information

The personal data collected during Microsoft Teams meetings will be used for the following purposes:

- To maintain a record of key meetings for internal and/or compliance purposes;
- To generate and share accurate transcriptions of meetings to aid accessibility, documentation, or decision-making;
- To facilitate regulatory reporting obligations;
- Any other lawful purposes directly related to the meeting's objectives (for example for training or knowledge-sharing purposes).

We will not use personal data obtained for purposes incompatible with those described above without further notice and consent where required.

Legal Basis for Processing

We process your personal data under the following lawful bases provided by the UK GDPR:

1. **Legitimate Interests (Article 6(1)(f)):** Processing is necessary for our legitimate interests, which include effective communication, maintaining records, and ensuring accessibility, provided that such interests are not overridden by your rights and freedoms.
2. **Consent (Article 6(1)(a)):** In specific instances, such as recording meetings, consent will be sought (e.g., explicit verbal confirmation or prior written agreement).
3. **Contractual Necessity (Article 6(1)(b)):** In instances where the meeting involves contractual obligations, processing is essential for fulfilling such obligations.

If consent is relied upon, clear and unambiguous consent will be obtained from all participants before recording or transcribing begins.

Sharing Your Information

In the course of processing your data:

1. **Microsoft Teams (Data Processor):** Microsoft acts as a data processor and processes your information under our instructions in accordance with their contractual obligations. This includes hosting and transcribing data using their systems.
2. **Internal Access:** Personal data may be shared with authorised personnel within our organisation on a need-to-know basis for the purposes identified above.
3. **Third Parties:** We may also share your personal data with external parties where required by law, regulation, or legitimate operational purposes. Third parties may include, where relevant, local authorities, police, CAMHS or medical professionals, schools, Cafcass, police, youth offending teams, adult social services and legal professionals.

We ensure that all data sharing with third parties complies with the UK GDPR, and all third parties are bound by strict confidentiality obligations.

Cross-Border Data Transfers

Microsoft Teams may transfer or process data in servers located outside the UK. When such transfers occur, adequate safeguards will be implemented to protect your data in accordance with UK GDPR. These safeguards may include:

- Using Standard Contractual Clauses (SCCs) approved by the European Commission or UK authorities for cross-border transfers;
- Ensuring data processing complies with adequacy decisions where relevant.

Should you need further information regarding cross-border transfers, please contact us using the details provided below.

How Long We Keep Your Information

Your personal data will only be retained for as long as necessary for the purposes outlined in this notice, unless a longer retention period is required by law. Personal data collected during recording and transcribing meetings hosted on Microsoft Teams is saved in the OneDrive of the user who has recorded the meeting. This will be held for 28 days and then either deleted or transferred to the relevant FRCC CMS. Where data is transferred to an FRCC CMS the specific retention periods will be set out in FRCC's data retention policy which is available on request.

At the end of the retention period, data will either be securely deleted or anonymised.

How We Protect Your Information

We implement technical and organisational measures to ensure the confidentiality, integrity, and security of personal data. These include:

- Encryption of recordings and transcriptions during both storage and transmission;
- Multi-factor authentication and role-based access controls limiting access to authorised personnel;
- Regular reviews of our data processing practices to ensure compliance with regulatory requirements.

Your Rights Under Data Protection Laws

You have the following rights under the UK GDPR and DPA 2018 with respect to your personal data:

1. **Right to be Informed:** To receive clear information about how your data is processed, as described in this notice.
2. **Right of Access:** To request details of the personal data we hold about you.
3. **Right to Rectification:** To request corrections to any inaccurate or incomplete personal data.
4. **Right to Erasure ("Right to Be Forgotten"):** To request deletion of your personal data where there is no longer a lawful basis for us to retain it.
5. **Right to Restriction of Processing:** To request limitations on the processing of your personal data in certain circumstances.
6. **Right to Object:** To object to data processing based on legitimate interests.
7. **Right to Data Portability:** To request the transfer of your personal data to another data controller, where applicable.
8. **Right to Withdraw Consent:** Where consent is relied upon, you have the right to withdraw your consent at any time without affecting the lawfulness of prior processing.

To exercise any of the above rights, please contact us using the details provided in the "Contact Us" section below.

Complaints

If you believe that we have breached data protection laws in the processing of your personal data, you may raise a complaint with the UK Information Commissioner's Office (ICO):

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Website: <https://www.ico.org.uk>

Telephone: 0303 123 1113

Contact Us

If you have any questions, concerns, or wish to exercise your rights, please contact our Data Protection Officer using the details set out below. Our complaint policy can be accessed via [this link Five rivers Child care ltd.](#)

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Changes to this Privacy Notice

We may revise this notice periodically to reflect changes in our data processing practices or legal requirements. Any updates will be communicated via [our website/appropriate communication method] and bear a new effective date.

This Privacy Notice was last reviewed on 15th June 2026.