

YourIG

Bringing Information Governance solutions to you.



Walkie Talkie Guidance

Information Governance (IG) Services.

Walkie Talkie/Two Way Radio Communication and Data Protection Guidance

Introduction

The use of Walkie Talkies/Two Way Radios within school is an essential part of daily school life. The school recognises the importance of using Walkie Talkies as a method of communication within school to ensure that children and staff are kept safe at all times.

How Walkie Talkies are used to communicate and the nature of the information being communicated is an important part of keeping children safe. This guidance sets out what is expected regarding the use of Walkie Talkies supplied by the school.

The majority of time Walkie Talkies are used by staff within school is to request assistance. This could be a situation where the Site Manager is required for maintenance work to be carried out. However, there are occasions when assistance may be required for a pupil / member of staff in relation to an accident or medical condition, within the school, and it is important that the appropriate assistance is received as soon as possible.

Data Protection

It is important to understand that when communicating information via a walkie-talkie, you are communicating over a radio network. Therefore, others in the vicinity using the same network may also be able to hear your conversations e.g. taxi drivers. Therefore, it is important that appropriate controls are in place.

Article 5 (1)(f) of the UK General Data Protection Regulation requires that personal data should be:

'processed in a manner that ensures appropriate security of the personal data, including protection against unauthorized or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organizational measures (integrity and confidentiality).

Risks/Consequences

To minimise the risk of unauthorised access to any information that is communicated via Walkie Talkies, we recommend following the best practice recommendations below to prevent individuals without the correct authorisation intentionally or accidentally gaining access to personal information. Any unauthorised access to information may result in a safeguarding issue or a Data Protection breach. Any suspected personal data breach should be reported to the Headteacher immediately.

Best Practice

Under no circumstances must any personal information be communicated which could enable an individual to be identified. For example, only communicate first name or initials or use a code system when requesting assistance

Each member of staff is required to ensure the safety of their Walkie Talkie. In the event of loss due to a theft or the item being lost the member of staff must inform the school's Data Protection Officer as soon as possible.

The member of staff is obligated to ensure that the communication language used on the Walkie Talkie is professional and under NO circumstances must they use abusive or inappropriate language.

In conjunction with this policy, the school's Data Protection Policy should be read and understood by all staff. This is available on the school website or a copy is available from the school office.

All staff using a walkie talkie should have completed the Data Protection-related online training (GDPR (Schools), Information Security (Schools) and Freedom of Information Act (Schools)) on the Insight Training Portal, or equivalent courses if the school is using an alternative training provider.