

Logobrand

Logobrand Phone System & Call Recording Policy

Contents

1. Purpose
2. Recorded Information
3. Purpose of Call Recordings
4. Retention and Storage of Call Recordings
5. Security of Call Recordings
6. Access to Call Recordings

1. Purpose

The purpose of this policy is to govern the procedures for telephone call recording within Logobrand Field Marketing and its related IT company, Conker Group, and the management of access to, and use of, the call recordings. The policy aims to minimise intrusion by restricting access to and use of these recordings to limited and specific purposes. When referring to Logobrand within this document this relates to Logobrand Field Marketing and its related IT company, Conker Group.

2. Recorded Information

The Logobrand telephone system is capable of recording calls. All calls received into the office and made from the office are recorded.

3. Purpose of Call Recordings

Calls are recorded and retained for the following purposes:

- Staff training purposes, helping us to improve the quality of our customer services and to ensure the information we provide is consistent and accurate.
- To ensure we have an accurate record of the call, to support any customer queries that takes place over the phone.

- Establishing the facts in the event of a complaint by a customer or member of staff and used in evidence during any associated investigation.
- For reporting and analysis purposes on the types and numbers of enquiries received.
- For the purposes of, or in connection with, any legal proceedings (including prospective legal proceedings).

4. Retention and Storage of Call Recordings

Recordings of calls received/made will be retained for 7 years. Logobrand will archive call recordings on a secure server and can be retrieved by using the call retrieval process for these records. Recordings of calls are securely held and can only be accessed by authorised Logobrand personnel.

5. Security of Call Recordings

Recordings of calls will be securely stored and accessed in line with the principles under Data Protection legislation and managed by the Data Protection Officer or Senior Managers of Logobrand. The Data Protection Officer oversees the processes, policy and procedures associated with all voice recordings including auditing.

Logobrand access to the recording systems is limited to Senior Managers (including HR), the Data Protection Officer and the IT Service Team of Logobrand.

6. Access to Call Recordings

Recordings of calls will be accessed in line with the principles under Data Protection legislation and managed by the Data Protection Officer or Senior Managers of Logobrand. The Data Protection Officer oversees the processes, policy and procedures associated with all voice recordings including auditing.

Call recordings can only be accessed by Senior Managers of Logobrand for training and quality assurance purposes.

Specific call recordings may be accessed by Senior Managers and Human Resources as evidence in relation to any disciplinary process.

Requests for call recordings from individuals will be handled through a Subject Access Request (SAR) and such requests must be made in writing to the Data Protection Officer.

Copies of calls requested in relation to Subject Access Requests and complaints must be approved by one of the following - Data Protection Officer, HR Manager or Executive Management, and in line with internal guidance.

In the case of a request from an external body with law enforcement powers in connection with the prevention, detection or investigation of crime e.g. the Police, Home Office, DWP, HMRC, the request must be made in writing to Logobrand's Data Protection Officer who will consider the request taking into account UK Data Protection legislation.

The UK Data Protection legislation allows a person access to information that we hold about them. This includes recorded telephone calls. Therefore, the recordings will be stored in such a way to enable the Data Protection Officer to retrieve information relating to one or more individuals as easily as possible.

Any unauthorised access to call recordings may lead to disciplinary action in line with Logobrand's Disciplinary Policy.