

## CALL RECORDING POLICY

### 1. Purpose

This policy outlines the organisation's approach to recording telephone calls. The aim is to ensure that call recording is conducted lawfully, transparently, and in a way that protects the rights and privacy of all parties.

### 2. Scope

This policy applies to all employees, contractors, and third parties who make or receive calls using the organisation's telephony systems. It covers both inbound and outbound calls where recording is enabled.

### 3. Legal Compliance

- All call recording will comply with applicable laws, including the UK GDPR, Data Protection Act 2018, and the Telecommunications (Lawful Business Practice) Regulations 2000.
- Callers will be informed at the start of the conversation that the call is being recorded and the purpose of the recording.

### 4. Purpose of Recording

Recordings may be made for:

- Quality monitoring and staff training
- Evidence in the event of disputes or complaints
- Compliance with regulatory requirements
- Security and crime prevention

### 5. Data Storage and Retention

- Recordings will be stored securely with restricted access.
- Retention periods will be limited to what is necessary for the stated purposes (e.g., 30 days unless required longer for legal reasons).
- After the retention period, recordings will be securely deleted.

### 6. Access and Disclosure

- Access to recordings is restricted to authorised personnel only.
- Disclosure to third parties will only occur where legally required or with explicit consent.

## **7. Data Subject Rights**

Individuals have the right to request access to their personal data, including call recordings, in line with the organisation's Data Subject Access Request (DSAR) process.

## **8. Policy Review**

This policy will be reviewed annually or sooner if there are changes in legislation or operational requirements.

### **Approval & Version Control**

- Approved by: Thenue Board of Management
- Date: 25/11/2025
- Version: 1