



Telephone Recording Policy

Introduction

- **Profile TBSC Ltd** has a telephone system that is capable of recording conversations. Like many other organisations, this is a standard practice that allows the recording of telephone calls for quality monitoring, training, compliance and security purposes.
- All incoming & outgoing calls will be recorded and will be retained for a limited period after which they will be deleted unless retained for the purposes specified in this policy.
- Recordings will only be used for the purposes specified in this policy. There is a recorded message in place to inform callers that their call is being recorded.

Purpose of this telephone recording policy

- In order to maintain high standards and protect the public, service users and staff we need to record all telephone calls to and from the Business and retain them for a limited period of time. We shall ensure that the use of these recordings is fair and that we comply with the requirements of the relevant legislation.

This includes:

- The Regulation of Investigatory Powers Act 2000
- The Telecommunications (Lawful Business Practice) (Interception of Communications Regulations) 2000
- The Telecommunications (Data Protection and Privacy) Regulations 1999
- The General Data Protection Regulation 2018
- The Data Protection Act 2018
- The Human Rights Act 1998.

Scope of policy

- All calls made to the Business will be recorded. Under normal circumstances, a call will not be retrieved or monitored unless:
- It is necessary to investigate a complaint.
- It is part of a management 'spot check' that customer service standards are being met.
- There is a threat to the health and safety of staff or visitors or for the prevention or detection of crime.
- It is necessary to check compliance with regulatory procedures.
- It will aid standards in call handling, through use in training of our people.



Collecting information

- Personal data collected in the course of recording activities will be processed fairly and lawfully in accordance with data protection law. It will be:
- adequate, relevant and not excessive
- used for the purpose(s) stated in this policy only and not used for any other purposes.
- accessible only to the Directors of the Company
- treated confidentially.
- stored securely.
- not kept for longer than necessary and will be securely destroyed once the issue(s) in question have been resolved.
- Information may be shared with other organisations if they have a legal right to it. However, calls will never be used for marketing or other business development purposes.

Advising callers that calls are being monitored and recorded.

- Where call recording facilities are being used, we will inform the caller that their call is being monitored/recorded for quality/training purposes so that they have the opportunity to consent by continuing with the call or hanging up. The policy is published on our website.

Procedures for managing and releasing call recordings.

- The recordings shall be stored securely, with access to the recordings controlled and managed by one individual.
- Recordings of calls will be stored securely and deleted after a limited time.
- Access to call recordings will be given to Managers and Directors for the purposes listed above.
- Browsing of recordings for no valid reason is not permitted.
- Every individual has the right to access the information that we hold about them. This includes recorded telephone calls. Therefore, the recordings will be stored in such a way to enable the retrieval of information relating to one or more individuals as easily as possible.

Team Training will include and not limited to:-

- Callers contact and data security: phone contact: recording of phone calls for quality monitoring purposes: telling the customer that they are being recorded.
- Tell the caller that they are being recorded.



Background

- Where a call is being recorded for training and quality purposes, we must tell the customer that the recording is taking place. Callers will be advised of this in the welcome message played to
- them during inbound calls. However, collectors must verbally advise the caller that the call is recorded when making an outbound call (whether it is via manual, preview or
- predictive/automated outbound dialing).

Informing callers

- Once the completion of the appropriate security verification checks and are satisfied you are speaking to the right party, you should say:
- *"Before I continue, I must advise you that this call may be recorded for quality and training purposes."*
- If a caller wishes to know what you mean when you say, *"quality and training purposes,"* explain we use recordings to: *"provide a service that is consistent to all our customers."*
- Ensure that all callers receive a quality service with accurate information given and the correct internal action taken.
- Identify any areas where the service provided does not reach agreed standards.
- Take steps to eradicate errors and improve the service given.

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