



## Call Recording Policy

The purpose of this policy is to govern the procedures for telephone call recording within Chameleon Group and the management of access to and use of the recordings.

The policy aims to minimise intrusion by restricting the recording of calls and the access to and use of these recordings for limited and specific purposes

Chameleon telephony system is capable of recording calls. All calls received and originating from the Contact Centre are recorded

Calls are not recorded in any other area of or system belonging to or managed by Chameleon. Direct inward dialling calls, internal calls and calls forwarded from the Contact Centre are not recorded.

Calls, where the caller provides details of a payment card for the purposes of making payment to Chameleon, are not recorded to comply with Payment Card Industry Security Standards

### 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 transaction 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.
- Prevention or detection of crime, or for the investigation, apprehension or prosecution of offenders, where the offence concerned involves any unlawful claim for any payment out of, or any unlawful application of, public funds.
- For the purposes of, or in connection with, any legal proceedings (including prospective legal proceedings).

### Advising Callers and Staff that calls are being monitored/recorded

Every reasonable effort to communicate those calls will be recorded. This will be done by:

- Informing the caller when call recording facilities are being used.
- In the Contact Centre a recorded message informs callers that their call is being recorded.

### Retention and Storage of Call Recordings

Calls received into the contact centre will be retained for 1 year. These are held securely and can only be accessed by authorised staff



### Security of call recordings

Access to call recordings is controlled in line with principles of Data Protection legislation and managed through the IT department.

Access to the recording system is limited to Contact Centre Manager and IT Service team.

### Access to Call Recordings

The UK Data Protection legislation allows people 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.

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 etc the request must be made in writing to Chameleon Codewing Limited who will consider the request.

Access to call recordings for any other purposes is only allowed to satisfy a clearly defined business need. Written requests detailing the reason for requesting access must be formally authorised by a manager in the relevant business area and then sent to the IT Service department