



## **Princes Risborough Town Council**

### **Call Recording Policy**

This policy applies to incoming calls on telephone lines into the Town Council's office.

All telephone calls will be recorded and retained for a period of 30 days.

The call recording facility is automated and recordings will only be used for the purposes specified in this policy.

#### **Policy for the recording of incoming calls**

Incoming telephone calls will be recorded up to the point of termination.

Call recordings will be used for the following purpose:

- Help identify staff training needs and to support the effective training
- Improve the quality of the service
- Protect staff from aggressive, abusive or nuisance calls.

#### **Advising callers that calls are being monitored/recorded**

All reasonable efforts must be made to communicate that calls will be monitored and recorded. This will be communicated by:

- A pre-recorded message which will be played when a caller rings the Town Council office. We will inform the caller that their call is being monitored and recorded for quality/training purposes so that they have the opportunity to consent by continuing with the call or hanging up.
- Placing a notice on the Council's website (as seen in Appendix 1)



## **Storage of call recordings**

Calls will be recorded and stored within the Council's call recording system with restricted access and can only be accessed via an authorised person.

## **Retention of call recordings**

Recordings will be stored securely and retained for 30 days after which they will be deleted. Any recordings which may need to be used for the purposes of criminal proceedings or longer-term investigations that have been extracted from the system, will be kept in a secure place until any such proceedings/investigations have come to an end. At this point, they will be deleted.

## **Collecting Information**

Personal data collected in the course of recording activities will be processed fairly and lawfully. In accordance with the Data Protection Act 2018 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;
- The Clerk, Deputy Clerk or by any Councillor who can demonstrate a need to know.
- treated confidentially;
- stored securely; and
- not kept for longer than necessary and will be securely destroyed once the issue(s) in question have been resolved.

## **Request to access or delete call(s)**

Anyone who wants access to their call(s) or to have these deleted from the system should make this request following the Subject Access Request process. You can submit your request by email to [towncouncil@princesrisboroughtowncouncil.gov.uk](mailto:towncouncil@princesrisboroughtowncouncil.gov.uk)



## **Appendix 1 (for the website)**

### **Call Recording Policy**

#### **What is the policy?**

Princes Risborough Town Council has a telephone system in the office 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 and security purposes. All calls received into the office will be recorded and these recordings will only be used for the purposes specified in the policy.

Princes Risborough Town Council will not tolerate abusive language or behaviour either by or to its members of staff. All staff have the right to work without fear or threat of verbal or physical abuse. In order to maintain high standards and protect staff we will record all telephone calls received into the office.

#### **Why do we need a policy?**

We need a policy to ensure that the use of these recordings is fair and to ensure that we comply with the requirements of the relevant legislation.

This includes:

- The Regulation of Investigatory Powers Act 2018
- The Telecommunications (Lawful Business Practice) (Interception of Communications Regulations) 2000
- The Privacy and Electronic Communications (EC Directive) Regulations 2003
- The Data Protection Act 2018
- The Human Rights Act 1998

#### **How will it affect me?**

If you make a call to the Town Council office, the call will be recorded. Under normal circumstances it will not be retrieved or monitored, unless it is necessary to investigate a complaint or issue, there is a threat to the health and safety of staff or visitors. Calls may also be monitored for training purposes.