

Sunderland City Council Voice Recording Policy

Purpose

The purpose of this policy is to manage the access, use and retention of incoming and outgoing telephone contact voice recordings within Sunderland City Council in accordance with information governance and data protection regulations.

Telephone contacts are recorded to enable the Council to achieve customer service excellence through effective contact quality performance management including the investigation of customer complaints and feedback.

Voice recordings also protect employees from abusive or nuisance contacts and may be used as evidence for criminal investigations.

Communications and awareness of the telephony contact recording system

We will make every reasonable effort to communicate that telephone contacts will be recorded. This will be done by publishing this policy on the Sunderland City Council website, informing customers via a recorded telephone announcement for incoming contacts and the use of contact handling operating procedures for outgoing contacts.

Managing, storing and releasing telephony contact recordings and data

All contacts received to or from approved telephony extensions will be recorded using the Council's Voice Recording System. The recordings are securely stored and protected by the Council's robust security networks and firewalls and only those authorised to do so may access recordings, in line with the sixth principle of the General Data Protection Regulation (GDPR),.

The GDPR allows persons to access information that we hold about them. Requests for copies of telephone conversations made as Subject Access Requests (SAR) under the GDPR must be notified to the Council and, subject to assessment, the Council will arrange for the individual concerned to have access to hear the recording in a secure environment.

Alternatively, a permanent copy of the voice recording can be provided in the form of a written transcript.

In the case of a request from an external body in connection with the detection or prevention of crime e.g. the Police, the request should be forwarded to the relevant Information Asset Owner who will deal with the request for a voice recording.

Voice recordings will be retained for up to 12 months and then securely deleted.

In order to comply with Payment Card Industry Security Standards telephone contacts involving payment transactions will be recorded up to the point of handover to our payment system, at which point the recording will cease.