

South Kesteven District Council

Call Recording Procedure

June 2018



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Introduction

South Kesteven District Council uses call recording technology. Like many organisations, this is standard practice and allows us to monitor the quality of calls, to train and develop our staff, and adhere to compliance and security procedures.

All calls made from or received into the Customer Service Centre, the Revenues and Benefits team, the Repairs team and our Reception desk will be recorded. The recordings will only be used for the purposes set out in this policy. If calls are transferred to another team, the call recording will cease once the call has been successfully transferred, unless the call is to another of the teams listed here.

The purpose

We will ensure that the recordings are used fairly, and that we comply with the requirements of relevant legislation, including:

- The Regulation of Investigatory Powers Act 2000
- The Telecommunications (Lawful Business Practice) (Inception of Communications Regulations) 2000
- The Telecommunications (Data Protection and Privacy) Regulations 1999
- Payment Card Industry Data Security Standard (PCI DSS)
- The General Data Protection Regulation 2018
- The Data Protection Act 2018
- The Human Rights Act 1998

The Scope

All calls made from or received into the Customer Service Centre, the Revenues and Benefits team, the Repairs team and our Reception desk will be recorded. Under normal circumstances, a call will not be retrieved or monitored unless:

- It is necessary to assist with the investigation of a complaint
- It is part of our 'spot checks' to ensure 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 help us to improve standards of call handling through use in training and coaching with our staff.

Collecting your information

Any personal data collected in the course of our recording activities will be processed fairly and lawfully, in accordance with Data Protection law. It will be:

- Adequate, relevant to the purpose and not excessive
- Used for the purposes stated in this policy only
- Treated confidentially
- Stored securely
- Accessible only to Customer Services Team Leaders and above, for the purposes stated in this procedure.
- Not kept for longer than is necessary

Under the Payment Card Industry Data Security Standard (PCI DSS) we will not record any financial information on our telephone recordings.

Advising callers that calls are being recorded

On telephone lines where call recording is taking place, we will inform callers that this is the case so that they have the opportunity to consent by continuing with the call or hanging up.

Accessing call recordings

Customers and callers have the rights to listen to or have copies of recordings made of their own calls. We will provide this on a CD if required.