

Customer Service Voice Recording

Title	Date Retention Policy - Customer Service Voice Recording
Subject	Voice recordings made to support the operation of the Customer Service Centre

Statement of Policy

Information held for longer than is necessary carries additional risk and cost. Records and information should only be retained when there is a business need to do so

Under GDPR and the DPA 2018, personal data processed by the Customer Service Centre must not be retained for longer than is necessary for its lawful purpose

Personal Data

Personal data collected and stored from the voice recording will be used as stated below. This retention policy explains how your personal information is collected, what it is used for, who it might be shared with and why, and for how long it is kept.

Policy (Description)

How is information collected

The Customer Service Centre uses a voice-telephony recording system to record calls to the Customer Service Centre telephone lines (excluding those where payments are made)

Stored

The data shall be held securely and accessed by authorised users only

Purposes

The system is used for the following purposes: -

- to provide clarification and confirmation of information given or received
- to enable Quality Monitoring of Customer Service Centre staff
- for Customer Service staff training

Callers will be informed that their calls are being recorded for these purposes by a pre-recorded Opening Greeting Message when they call the Customer Service Centre

Anonymous data will be used for internal reporting purposes

Who the data is shared with

WSSC or its sub-contractors and agents may use such exported data and only for the purposes listed above. Consent to share will be gained from customers before any personal information is taken

Retention Period

Records must only be retained beyond the default retention period if their retention can be justified for statutory, regulatory, legal or security reasons or for their historic value. The disposal periods for records retained for extended duration must be included within line of business retention schedules.

	<p>The default standard retention period for exported and voice recording data shall be stored in secure locations and kept for a period of 12 months. This is defined as 12 months after the last entry in a record.</p> <p>Processes which fall outside of the above processing information will need to be referred</p> <p>Timescales for exception report N/A</p>
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How will this policy be monitored:-

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Accountable	Head of Customer Experience – Julie Rendle-Eames
Consulted	Senior Data Protection Officer – Aimee Chambers

Date	February 2022	Authors	Angela Garnham – Customer Experience Service Improvement Lead
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Status	Final	Review Date	February 2023
Approval by	Head of Customer Experience	Contact	Head of Service - 01243 777100

For further guidance or advice about a data protection matter

[Data Protection team](#)

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