

Privacy Notice – Call Recording

Which calls does this refer to?

This could include any incoming or outgoing telephone calls that are handled by Call Derbyshire, the County Council's Contact Centre.

http://www.derbyshire.gov.uk/contact_us/call_derbyshire/default.asp

Why are calls recorded?

It has become common practice to record calls due to the growth of business conducted by telephone.

Recording customer conversations allows organisations to assess customer satisfaction, train and develop staff, review call quality, and have access to a verbal record of what is said in the event of a subsequent complaint.

It also hopefully means employees feel more protected knowing that any threatening behaviour can be evidenced and acted upon where necessary.

How will call recordings be used?

- **Quality monitoring.** Written records only provide partial information. A call recording provides a more rounded view and allows us to better understand customer experience and assess the processes applied. This can help us identify any improvement areas.
- **Training and Development.** Listening to a sample number of calls, allows managers to identify training needs. Sample scenarios are based on the recordings but any transcripts are anonymised.
- **Gaining a better understanding of our customers –** Many calls are verbally resolved without the need to complete any records. Listening to sample calls will help us better understand our customer needs, and gain a more informed view of organisations we signpost to.
- **Complaints and disputes.** Some calls are verbally resolved. Where information is entered onto an electronic system this becomes the established record. In the event of a complaint or dispute, a call recording (if available), may provide additional information to help us investigate any allegations.
- **Employee safety and wellbeing.** A recording may become a vital piece of evidence in the event of any threats being made to the organisation or an individual.

How have we informed our customers that we record calls?

- There is written information on the website:

http://www.derbyshire.gov.uk/contact_us/call_derbyshire/default.asp

- Customers who ring Call Derbyshire hear the following message:

We would like you to know that we record calls as part of our commitment to training, audit and quality assurance. The details you provide are recorded on our system and may also be shared with other partner agencies.

- This privacy notice also complements the above information.

Can I request a copy of my call recording?

Call recordings are destroyed after one month. If the recording is available, you can request a copy of your conversation by contacting Call Derbyshire:

http://www.derbyshire.gov.uk/contact_us/default.asp

This will be provided to you in accordance with the terms of the Data Protection Act 1998.