

# Procedure for Call Recording

## Introduction

PadStore Self Storage 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 by PadStore Self Storage will be recorded. The recordings will only be used for the purposes set out in this policy.

## Purpose

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

- The Regulatory 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) (*where applicable*)
- The General Data Protection Regulation 2018
- The Data Protection Act 2018
- The Human Rights Act 1998

## Scope

All calls made from or received by PadStore Self Storage will be recorded. Under normal circumstances, a call will not be retrieved or monitored unless:

- It is necessary to assist with a specific request, or 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, safety and wellbeing of our staff or customers, 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 our staff

## Your Information

Any personal data collected during 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 PadStore Self Storage, for the purposes stated in this procedure
- Not kept for longer than necessary

## 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 as an MP3 attachment within an email upon request.