

	 States of Jersey CLS Policy and Standards
GOV 506 OWNER Head of Service Hub	Call Recording Policy

Revision History

Revision Number	Revision Date	Summary of Changes	Author	Approver
1	July 2014	Updated	CM	
2	Sept 2014	Update /feedback from Governance	CM	
3	Oct 2014	Updated/feedback from Governance	CM	
4	Nov 2014	Updated/feedback from HR/Ops Managers & Governance	CM	
5	Dec 2014	Updated/feedback from Chief Officer	CM	
5	Dec 2014	Approved & circulated by Chief Officer	CM	IB
6	Nov 2015	Updated to reflect HR no longer situated in SSD building	CM	
7	Jul 2019	Updated to reflect changed retention schedule	VMS	
8	Sep 2019	Reviewed and updated	VMS/CM	CM

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Purpose and scope

This document outlines the Customer and Local Services Department's Call Recording Policy and demonstrates our ongoing commitment to improving customer service and ensuring quality standards are met across all operational teams.

Call recording will enable customer calls to be monitored for quality purposes and will assist in measuring service, identifying training needs and highlighting improvements in service delivery.

In conjunction with this policy process guidance will be provided on the appropriate use of call recording equipment to ensure the Department meets the requirements of the Data Protection Law.

All Customer and Local Services department extensions in Philip Le Feuvre House, Huguenot House and Eagle House may be recorded. This includes -

- All incoming and outgoing **internal** calls (includes calls from other Government of Jersey departments including HR*)
- Conversations with colleagues during the **transfer** of calls
- All incoming and outgoing **external** calls

Exemptions to the calls being recorded have been approved to ensure confidentiality. These are currently for calls to/from the -

- Benefit Fraud Hotline
- Selected extensions where payment card details are processed
- Governance team
- People Hub & Payroll teams
- Other new services based in La Motte st including Planning, Customs & Passports & Taxes office

Incoming Services to La Motte st will not be recorded unless specific request made to Director General to be added

NB>

*If you wish to contact HR on a confidential matter then you should use a private or external phone as internal calls may be recorded. The purpose of this policy is to improve customer service only and therefore calls to/from HR will not be listened to or released for any other purpose unless the law allows us to.

Control & management of data records

Process and procedures will be provided to ensure the following;

- Requests for additional exemptions to Call Recording must be proposed by a Director and submitted to the Director General for final approval
- Personal data captured from call recordings will be processed in accordance with the current Data Protection Law
- SMT will approve an Access Matrix detailing who has authority to access call data for specific individuals and groups with access through authorised Team Leaders and Managers
- Authorisation to access data will form part of current business process to grant appropriate system access according to role
- Recordings will be stored securely and will be accessed in a secure and/or private area
- Data will be retained for a maximum of 14 days and then automatically deleted
- Calls containing a record of payment card details will be transferred to an unrecorded extension in order to ensure we maintain compliance with PCI DSS (Payment card industry Data security Standards Validation)
- Reasonable steps will be taken by the Department to inform the public and staff that calls may be recorded including the following;
 - Telephone messaging on the Contact Centre number 445505/444444
 - Gov.je website
 - My States internal communications
 - Front Office signage
 - Email footer sign-offs

- All leaflets and application forms as & when re-printed
- Internal Email communications will be sent before go live date
- Any mailings to customers requesting contact to specific numbers and not the Contact Centre will include notification that calls may be recorded
- Staff will be reminded every 6 months that calls may be recorded
- Staff will be made aware during the Department Induction process

General Principles

- Call Recordings usage will be conducted in a professional, ethical and legal manner for business purposes only
- Employees should be aware that personal calls made from business extensions will be subject to recording. Managers who come across personal calls during a quality review should stop listening as soon as this becomes apparent.
- Customers who object to call recording will be advised to conduct business using alternative channels e.g. visit in person, via email or in writing
- Data will not be routinely collected for the purpose of disciplinary investigations however any recordings considered relevant cannot be disregarded and therefore may still be referred to
- All usage will be in line with this policy and approved procedures
- This policy is based on guidance and advice provided by the Jersey office of Information Commissioner

Responsibilities

SMT, Directors and Managers
Ensure staff are all aware of the policy
Ensure staff are using information in accordance with policy and procedures
Ensure appropriate staff are trained
Governance
The policy and use of call recordings will be reviewed by the Governance Team
ISD
Ensure only authorised staff can access call recordings
Ensure that PC's have functionality available to listen to call recordings in all meeting rooms

Staff

Be aware of and follow the policy