

Customer Support Call Recording Privacy Notice

How we use your personal information

All calls into the Customer Support Contact Centre are automatically recorded alongside the calling phone number. If you are making a payment over the phone call recording will be paused when you provide your payment card details. The use of this data is necessary for the performance of a task carried out in the public interest and the exercise of official authority vested in the controller.

What we will do with your data

These recordings are used for the purposes of quality monitoring and to review complaints and disputes. We may share your information with third parties where this is allowed by law, including for the purposes of preventing or detecting crime and the apprehension or prosecution of offenders.

How long we will keep your information

Your call recording will be retained for a maximum of two months, after which they will be automatically deleted. In the event that the recording is involved in a complaint investigation or being used in connection with prevention and detection of crime, the recording will be deleted two months after closure of the case.

Request for information (subject access)

Any request from an individual for the disclosure of personal data which he/she believes is recorded by virtue of the System will be directed in the first instance to the Data Protection Officer. The principles of the GDPR in May 2018 shall be followed in respect of every request. If the request cannot be complied with without identifying another individual, permission from that individual must be obtained unless it is reasonable in all the circumstances to comply with the request without the consent of that individual. Any person making a request must be able to satisfactorily prove their identity and provide sufficient information to enable the data to be located. The appropriate 'Subject Access' request form can be requested from the Data Protection Officer.

More information

For more information on how we look after your personal information and what your rights are, go to <http://www.exeter.gov.uk/DataProtection> or contact the Data Protection Officer on 01392 265257