

Policy Statement

Telephone Monitoring Policy

Objective

The objective of the Telephone Monitoring Policy is to set clear guidance as to what Mick George Ltd monitor and also highlight its compliance with the relevant legislation.

Legislation

- The Regulation of Investigatory Powers Act
- The Telecommunications (Interception of Communications Regulations)
- The Telecommunications (Data Protection and Privacy) Regulations
- The Data Protection Act
- The Human Rights Act

Implications

If you are found to have breached this policy by not complying with its rules and responsibilities you may be subject to the disciplinary procedure or other action.

If you are suspected of breaking the Law, you may be subject to prosecution.

If you do not understand the policy or how it applies to you, seek advice from your line manager or supervisor.

Roles and Responsibilities

All Mick George employees and others conducting business on behalf of Mick George Ltd must comply with the policy and keep desk clear.

Managers and supervisors are responsible for ensuring their staff, understand and comply with this policy.

The Policy in Operation

Mick George Ltd's telephone system records telephone conversations for quality and security purposes. Only authorised personnel have access to these recordings. Recordings are encrypted and are stored in a secure location for a minimum of 12 months.

In General recordings will not normally be accessed, unless certain circumstances make it necessary such as the below:

- it is necessary to investigate a complaint
- it is necessary in order to resolve a dispute
- there is serious concern about staff members handling of a call
- there is a threat to the health and safety of staff or visitors
- it is necessary for the prevention or detection of crime.

Mick George Ltd will not tolerate abusive language or behaviour either by or to its members of staff. All Staff have the right to work without fear of verbal or physical abuse.

Your calls may also be used to train & coach staff on how to handle telephone calls and customer enquiries more effectively. Only authorised personnel will have access to the calls for this purpose. Where possible, the callers and staff members identity will be kept anonymous.

A request can be made for a copy of the recording under data protection legislation and is known as a "subject access request".

Signed: 
Managing Director

Date: 09/01/19