

Policy Statement

Telephone Monitoring Policy

Our telephone system allows us to record telephone conversations for quality and security purposes.

All calls received into our call centre will be recorded and these recordings will only be used for the purposes specified:

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.

In order to maintain our high level of service and protect staff, we will record all telephone calls received into our call centre and retain for a period of 12 months in the event of an issue.

Mick George Ltd has introduced this policy to ensure that these recordings are fair and to ensure that we comply with the requirements of relevant 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

If you make a call to our Call Centre your call will be recorded and stored in a safe and secure location. Under normal circumstances your call will not be retrieved or monitored, unless:

- it is necessary to investigate a complaint
- it is necessary in order to resolve a dispute
- there is serious concern about a 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.

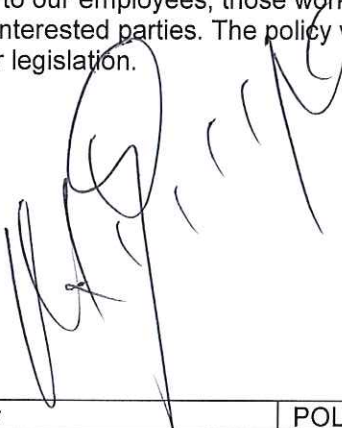
Call recordings will only be accessible by senior members of staff; in the event it is necessary to retrieve a message then this will be handled by a senior member of our management team, treated in the strictest confidence and in accordance with the Data Protection Act 1998.

Your calls may also be used for training purposes. However, this will only be permitted if the recording is edited so that that caller remains anonymous and the member of staff who was part of the call agrees to their call being used in this way.

This policy will be made available to our employees, those working for or on behalf of MGL and provided on request to any other interested parties. The policy will be reviewed annually, subject to changes in company procedure or legislation.

Signed:

Managing Director



Date: 9th January 2017