

Telephone Monitoring Policy



What is the policy?

Reigate and Banstead Borough Council has a telephone system in the contact centre that is capable of recording conversations. Like many other organisations this is a standard practice that allows the recording of telephone calls for quality monitoring and security purposes. All calls received into the contact centre will be recorded and these recordings will only be used for the purposes specified in the policy.

Reigate and Banstead Borough Council will not tolerate abusive language or behaviour either by or to its members of staff. All staff have the right to work without fear or threat of verbal or physical abuse. In order to maintain high standards and protect staff we will record all telephone calls received into the contact centre.

Why do we need a policy?

We need a policy to ensure that the use of these recordings is fair and to ensure that we comply with the requirements of the relevant legislation. This includes:

- The Regulation of Investigatory Powers Act 2000
- The Telecommunications (Lawful Business Practice) (Interception of Communications Regulations) 2000
- The Telecommunications (Data Protection and Privacy) Regulations 1999
- The Data Protection Act 1998
- The Human Rights Act 1998

How will it affect me?

If you make a call to the contact centre the call will be recorded. Under normal circumstances it will not be retrieved or monitored, unless it is necessary to investigate a complaint or issue, there is a threat to the health and safety of staff or visitors. Calls may also be monitored for training purposes.