# Call recording pilot – privacy notice

## What is happening?

SPSO is piloting call recording. This means for a temporary period, we will be recording calls to and from our Assessment and Guidance team. This will include our 0800 377 7330 number. As this is a pilot, call recording may be switched on and off.

If it is possible your call will be recorded you should receive an automated message.

## Why are you doing this

We intend to record calls for the following purposes:

* establishing the facts and helping to assess customer service complaints
* protecting staff and others from harassment in the form of abusive/nuisance calls or threats
* providing evidence of criminal or safeguarding issues
* quality and training purposes
* obtaining direct evidence as part of an investigation or welfare fund review
* retaining evidence of the following when they are provided orally during a call:
  + consent e.g. for representation
  + evidence that is necessary to resolve an investigation or welfare fund review
  + a complaint about our service
* to make a reasonable adjustment.

Staff have discretion to pause recording during a call if it is clear that the call will not meet one of the purposes or if there is another good reason to switch recording off.

Recordings are deleted automatically after 90 working days and will only be stored for longer if they are identified as meeting one of the purposes and that they need to be kept for longer to meet those purposes.

Calls which are stored for longer than 90 working days will be stored in line with our normal retention policy. Our retention policy can be found here [SPSO Policies | SPSO](https://www.spso.org.uk/spso-policies) and our general privacy notice is here: [Privacy notice | SPSO](https://www.spso.org.uk/privacy-notice):

If you have questions about call recording or wish to use an alternative method of contact, full details of how to contact us are here: [Contact us | SPSO](https://www.spso.org.uk/contact-us).