

Telephone Call Recording Privacy Notice

Collecting personal data

This Privacy Notice explains how we use recordings of phone calls. When a call is recorded, we collect:

- a recording of the conversation
- your phone number

East Ayrshire Council currently records calls in the following areas:

- Scottish Welfare Fund
- ARA

If a call is transferred to a council department not listed above the call recording function will stop.

What is the lawful basis for processing the data?

The lawful basis for processing personal data are set out in the Data Protection Legislation. In this case the lawful basis for processing individuals' data are:

1. Public task – the processing is necessary to perform a task in the public interest
2. Contract – the processing is necessary for the performance of a contract

The council has a duty of care to its employees and will not tolerate unreasonable behaviour; the council therefore may use recordings as part of investigations into staff safety issues.

Call recordings may also be used:

- to assist in quality monitoring of staff
- to investigate and resolve complaints
- for the detection, investigation and prevention of crime (including fraud)
- for improved learning by the council for engaging with customers and changing processes in response to common issues identified from the calls

You may request that your call is not recorded. In this situation, you may be advised to contact us by email.

Sharing and protecting your information

We will not normally share your information. However, there may be certain circumstances where we would share information without consent such as where we are required to do so by law, to safeguard staff and public safety, and in risk of harm

or emergency situations. We will only share the minimum information for the purpose, on a need to know basis and with appropriate individuals.

How long we keep your information

The council will only keep your personal data for as long as necessary. Full details of how long it retains personal data can be found in the Council's Retention Schedule. After this time, personal data will be securely destroyed.

Individuals' data processing rights

Under data protection legislation, individuals have the right to request access to information about them that the council holds. Further details can be found in the [Council's Privacy Statement](#).

Individuals can contact the council regarding their data protection rights and the processing of their data. Details of how to do this can be found on the [Council's Privacy Statement](#).

If individuals have a concern about the way the Council is collecting or using their personal data, they should raise their concern in the first instance with the Council's Data Protection Officer; contact details can be found on the [Council's Privacy Statement](#)