

Appendix Three – External Procedure for Customer requesting telephone call recordings

Document Control			
Organisation		West Lindsey District Council	
Title		Accessing Telephone Call Recording Process - External	
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Author		Lyn Marlow, Customer Strategy and Services Lead	
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2019	Lyn Marlow	2009	Amended job titles
June 2025	Lyn Marlow	2019	Review of Internal procedure/Policy at Management Team, JSCC and policy adoption at CPnR

1. Accessing call recording – External

- 1.1 Customers can request access to their call recordings, by submitting a Subject Access Request (SAR) to the Council verbally or in writing. They can also email to the Data Protection Officer (DPO) dpo@west-lindsey.gov.uk
- 1.2 When submitting your request please help us to locate the relevant recording(s) by providing the following:
 - a) The Telephone number from which you made the call
 - b) Date and time of your call(s)
 - c) Your Name and Address

d) Please note recordings are only available for 6 months from the date the call was made. See 1.7 and 1.8 below.

- 1.3 Customers may also request deletion of their data under UK GDPR, provided it is not relevant to any ongoing investigations. Requests can be made verbally, in writing or by emailing dpo@west-lindsey.gov.uk
- 1.4 Customers are notified about recording via our website and during the initial call greeting along with details of how to view our Privacy Policy which refers to how customers' data is stored and used. See also www.west-lindsey.gov.uk/privacynotices
- 1.5 All recordings are stored securely within the Council's Data Centre with additional protections, using a range of encryption methods, to protect those recordings.
- 1.6 All recordings are processed in accordance with the UK General Data Protection Regulation and the Data Protection Act.
- 1.7 Recordings are held for no longer than 6 months. After this period, they are automatically deleted by the system.
- 1.8 Once deleted, call recordings cannot be retrieved from the system.
- 1.9 Call recordings may be kept longer if an investigation is underway due to a customer complaint.
- 1.10 When requested, call recordings will be provided to the police to assist in a police investigation in accordance with data protection legislation.