



# Donnington Grove

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## VETERINARY GROUP

### **Call Recording policy for Clients**

#### **Which calls does this refer to?**

This could include any incoming or outgoing telephone calls that are handled by DGVG.

The legal basis for recording of calls is Legitimate interests (article 6 (1) (f) of the UK GDPR and EU GDPR)

#### **Why are calls recorded?**

It has become common practice to record calls due to the growth of the amount of business conducted by telephone.

Recording client conversations allows a Practice to assess customer satisfaction, train and develop staff, review call quality, and have access to a verbal record of what is said in the event of a subsequent complaint.

It also hopefully means employees and clients feel more protected knowing that any issues can be evidenced and acted upon where necessary.

#### **How will call recordings be used?**

- **Quality monitoring.** Written records only provide partial information. A call recording provides a more rounded view and allows us to better understand client experience and assess the processes applied. This can help us identify any improvement areas.
- **Training and Development.** Listening to a sample number of calls, allows managers to identify training needs. Sample scenarios are based on the recordings, but any transcripts are anonymised.
- **Gaining a better understanding of our client's needs** – Many calls are verbally resolved without the need to complete any records. Listening to sample calls will help us better understand our customer needs and gain a more informed view.
- **Quality assurance - Complaints and disputes.** In the event of a complaint or dispute, a call recording (if available), may provide additional information to help us investigate any allegations.
- **Employee safety and wellbeing.** A recording may become a vital piece of evidence in the event of any threats being made to the organisation or an individual.

#### **How have we informed our customers that we record calls?**

- There is written information on the website: <https://www.dgvets.com/>
- Customers who ring DGVG hear the following message: calls are recorded for training and monitoring purposes.

This information is in addition to the information provided in our privacy notice where further information can be found

**Can I request a copy of my call recording?**

Call recordings are destroyed after 6 months. The recording is available, you can request a copy of your conversation by contacting [Privacy@ivcevidensia.com](mailto:Privacy@ivcevidensia.com) or [dp@donningtongrove.com](mailto:dp@donningtongrove.com)

All access requests will be managed in accordance with the terms of the UK GDPR and DPA 2018

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