



Norfolk Learning Disability Partnership Voicemail, Voice and Video Recording Procedure

If you are reading a printed version of this document you should check the NLDP website to ensure that you have the most up-to-date version.

Who does this apply to?

This procedure applies to all NLDP Members

	What must I do?	Why?	How?
1	<p>MUST: Before recording a telephone conversation you must ensure that the caller has been informed:</p> <ul style="list-style-type: none"> • That you intend to record the call • The reasons why you intend to record the call • How the information in the recording will be used 	<p>Failure to do so could result in a breach of the General Data Protection Regulation and/or Human Rights Act 1998</p>	<p>Callers must be informed prior to recording: :</p> <p><i>“Your call and information may be recorded, and we may use this to ensure the accurate recording to inform the Learning disability strategy and plans. We may share this with other agencies or third parties to answer your query or provide a service to you.”</i></p>



2	<p>MUST: If you receive a voicemail or video message you must ensure that it is stored securely if it needs to be retained and is not shared with anyone who is not entitled to access that recording. If it does not need to be retained delete it straight away</p>	<p>Voice and video recordings are personal information and must be stored securely in the same way as personal information held in written form</p>	<p>If recordings need to be retained for Partnership reasons, then they should be stored in a suitable location aligned to GDPR.</p>
3	<p>MUST: Before recording any meeting or face-to-face conversation you must inform all of the participants in the same manner that it will be recorded</p>	<p>Failure to do so could result in a breach of the General Data Protection Regulation and/or Human Rights Act 1998</p>	<p>Where recorded events are organised in advance, a good way of ensuring consent is to make it clear on the invitation to the event (eg an Outlook Calendar invitation, a formal letter to a service user) that a recording will be made, and then to give a verbal reminder at the beginning of the event itself. Anyone joining a conversation/meeting must be informed that recording is taking place</p>
4	<p>MUST: You must disclose the recording of any meeting or face to face conversation to the other participants on request</p>	<p>The participants are entitled to receive information we hold about them under the General Data Protection Regulation</p>	<p>This should either be provided by you at the time or if they request information at a later date it should be passed immediately to the Board in accordance with GDPR.</p>
5	<p>MUST: When no longer required, all recordings must be destroyed/ deleted securely and in accordance with the GDPR</p>	<p>Voice and video recordings are personal information and must be managed in the same way as personal information held in written form</p>	<p>Refer to GDPR</p>



<p>6</p>	<p>MUST: You must not leave voicemail messages on a service user's telephone unless they have told you that it is ok to do this</p>	<p>Voicemail messages may be accessed by other residents or family members who may not be entitled to the information</p> <p>It is also possible that you may have dialled the wrong number and may be leaving personal information on the voicemail of a complete stranger</p>	<p>If you tell someone that you will call them back, ask them if it is ok to leave a message</p> <p>If you do need to leave a message do not include any confidential personal information. Only leave the minimum information such as your name and contact number</p>
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What if I need to do something against the procedure?

- If you believe you have a valid partnership reason for an exception to this procedure, contact the Co-Chairs or partnership coordinator for advice.
- If the Co-Chair or Partnership coordinator concludes that there should be an exception, the Board must be informed of the decision process and proposal.
- If there is any uncertainty about the issue, contact the Co-Chairs for advice at contact@norfolkldpartnership.org.uk.

References

General Data Protection Regulation

Human Rights Act 1998