



## **Call Recording Policy**

*Established: October 23, 2015*

*Revised: October 8, 2021*

Ontario One Call has a telephone system that is capable of recording conversations. Like many other organizations this is a standard practice that allows the recording of telephone calls for quality assurance, training, compliance and security purposes.

At present all calls are recorded and retained indefinitely (minimum of seven (7) years from the date of the recording). Records are maintained in accordance with privacy legislation such as the Personal Information Protection and Electronic Documents Act (PIPEDA).

### **Application of This Policy**

Calls recorded by Ontario One Call may be retrieved and monitored for the following reasons:

- To ensure that call quality and standards are being met;
- To aid in the training and coaching of our employees;
- To confirm compliance with regulatory procedures;
- To assist in an investigation;
- To provide as evidence.

To protect the privacy of our employees, staff are required to attend training and follow protocol and procedures set forth in the training sessions. Call centre agents are encouraged to provide only a first name when interacting with callers. Avoid using any other identifying or personal information while on a call, and refrain from making personal calls at their work station.