

Municipality of West Elgin

Schedule “A” to By-Law #2021-XX

Policy AD 8.2 Voice Recordings of Phone Calls

Effective Date: June 11, 2021

Last Review Date:

Statement

- 1.01 The Municipality wishes to ensure quality interactions over the telephone and therefore wish establish policy and procedures for recording of all incoming and outgoing phone calls to the Municipality of West Elgin phone line.

Policy

- 2.01 All incoming and outgoing phone calls on the Municipality Voice Over Internet Protocol (VOIP) phone system shall be recorded for quality assurance.
- 2.02 All recordings shall be retained for six (6) months' time.
- 2.03 The Chief Administrative Officer (CAO) shall be responsible for the overall implementation and enforcement of this policy.
- 2.04 The CAO shall be responsible for the voice recordings and approve access to all recordings.
- 2.05 All recordings are subject to the *Municipal Freedom of Information and Protection of Privacy Act* as mandated.

Notice

- 3.01 As per the *Personal Information Protection and Electronic Documents Act, S.C. 2000* all persons on any incoming or outgoing call must be made aware of that the call is going to be recorded and information stored. Therefore the following message(s) will be identified on all calls:

- (a) **Incoming** (on phone system message)

“Please note that all calls are recorded for quality assurance”

- (b) **Outgoing** (staff to identify at outset of call)

“Please note that all calls are recorded for quality assurance and any personal information recorded shall only be used in association with assisting in the matter discussed”