

Call Recording – compliance with Data Protection Act

One of DWP's responsibilities under the Data Protection Act (DPA) is the obligation to give adequate assurances to our customers that we will process the information we collect and hold about them fairly and lawfully, and will respect individuals' rights.

This requirement extends to the collecting and holding of information we might obtain by recording telephone calls: we are obliged to inform customers that we may record telephone calls, and the reasons why we might do so.

It is possible to do this by providing customers with a recorded or scripted message at the beginning of a telephone call, but Departmental policy – agreed with the Information Commissioner – is that we are *not* required to provide a telephony-based statement, and can instead rely on appropriate statements on leaflets, forms and the Internet.

We recognise that some parts of the Department already provide a statement about call recording *on calls*, and there is no reason to stop doing so: but the Information Commissioner has confirmed that the presence of appropriately worded statements on forms, leaflets and the Internet satisfies our Fair Processing obligations in this regard, and Departmental policy reflects this view.

For guidance about customers recording telephone calls, interviews etc please click [here](#).

For guidance on how to deal with a customer's request for a copy of their telephone call, please click [here](#).