

Telephone Call Recording Policy

Introduction

The Nautical Institute uses a hosted telephone solution which includes the capability to record calls as standard practice. The implementation of the recordings will take place on 19th January 2026. This policy sets out the details of why calls may be recorded, how they are handled and how long they will be kept.

Purpose

Calls to any area/department of The Nautical Institute may be recorded for quality assurance, training and compliance purposes. They may also be recorded to deter callers from abusive behaviour toward staff.

Notification Methods

The initial switchboard message for the telephones will contain an automated message confirming that calls may be recorded. This will be before the options for callers to go through to their desired area of the business.

The automated message will also appear when a direct number is dialled before the call is connected.

This policy will be available on The Nautical Institute website.

Data Access and Confidentiality

Access to call recordings will be restricted to authorised personnel only who have password protected access to the system. In this instance the authorised personnel will be the Area Heads of The Nautical Institute.

During calls where sensitive financial data is processed, the call recording will be stopped and restarted once the payment has been taken. This will be confirmed by the staff member on the call.

Data Retention

Call recordings will be kept securely for a period of 1 month. After this period, the recordings will be deleted from the system automatically.

Individual Rights

As per the regulations of UK GDPR/DPA, callers have the right to access their personal data held by The Nautical Institute by a Subject Access Request and, where applicable, the right 'to be forgotten'. Please contact gdpr@nautinst.org for this service or if you have any other queries.