

Telephone Monitoring Policy

Introduction

The Income Tax Division has a telephone system in the Enquiries section that is capable of recording conversations. Like many other organisations, this is a standard practice that allows the recording of telephone calls for quality monitoring and security purposes.

All calls received into the Enquiries section will be recorded and these recordings will only be used for the purposes specified in the policy. Callers are informed of the recording process through the welcome message system. The system is password protected and there are only 2 officers who have access, the Enquiries Operational Manager, and the Enquiries Technical Support Officer.

Why do we need a policy?

We need a policy to ensure that the use of these recordings is fair and to ensure that we comply with the requirements of the relevant legislation. This includes:

- The Regulation of Surveillance Etc. Act
- The Data Protection Act
- The Human Rights Act

How will it affect me?

If you make a call to or from the Enquiries section the call will be recorded. Under normal circumstances it will not be retrieved or monitored, unless it is necessary to investigate a complaint, there is a threat to the health and safety of staff or visitors or for the prevention or detection of crime.

As part of the Division's quality system, the recorded calls will be subject to random checking to ensure that the Division's standards regarding customer service, confidentiality and KYC (Know Your Customer) are being met.

If a particularly call is considered to be a good example for staff training purposes, then the recording may be retained for use in this way. This would only be permitted if the recording is edited so that the caller remains unidentified and the member of staff who was party to the call agrees to it being used.

When did this policy come into effect?

The policy came into effect on 1 March 2007

Where can I find out more?

For further information on the policy please contact the Enquiries Manager on **685373**

Isle of Man Government will not tolerate abusive language or behaviour either by or to its members of staff. All staff have the right to work without fear or verbal or physical abuse.