

CALL RECORDING POLICY

INTRODUCTION

This policy sets out the basis for how we manage our call recordings and how we use and record your calls to comply with necessary legal requirements.

PURPOSE OF CALL RECORDING

We record calls:

- For quality and training purposes.
- To clarify any doubts or queries over orders which have been placed over the telephone.
- To help protect our company's associates from abusive or nuisance calls.

WHICH CALLS ARE RECORDED

- All inbound calls to our Sales Centre are recorded.

Customers are advised that calls may be recorded as part of a pre-recorded welcome message before the connection to our Sales Centre is made.

Recording of calls automatically stops when:

- of the Sales Centre.

IF YOU DO NOT WANT YOUR CALLS TO BE RECORDED

If you do not wish your calls to be recorded, we recommend that you contact us by alternative means such as email and/or post.

WHERE AND FOR HOW LONG ARE CALL RECORDINGS STORED?

Call recording data is stored on the Company's voice recording network. Recordings are usually stored for a maximum period of 12 months and then automatically deleted.

Some recordings may be retained for longer for the following reasons, if:

- required for a customer enquiry or complaint. In this case the recording will be retained until the completion of the complaint procedure.
- they have been identified by a member of the company's management team as valuable for staff training. In this case the recording will be retained until it is no longer useful for this purpose.

WHO CAN ACCESS CALL RECORDING INFORMATION?

Call recordings are accessible only by the senior company management and directors.

CAN I REQUEST A COPY OF A RECORDING?

Request for copies of any recorded telephone conversations (a subject access request) must be submitted in writing solely to Derry Long at Wessex Fixings, South Way, Walworth Business Park, Andover, Hampshire, SP10 5AF.

Recordings will be located by reference to the date and time of the call and the operator's identity. Callers asking for the recordings of their calls will have to provide the reason for the request and enough information about date, time and operator to enable them to be found. Reasonable attempts will be made to confirm that the identity of the individual making the subject access request matches the identity of the caller.