



ACA Call Recording

Incoming Calls

Call Origin Consent to Record

ACA obtain express consent to record incoming telephone calls by the call originator, by playing a pre recorded message that says:

“Thank you for calling Australian Campdraft Association. All calls are recorded for purposes as described in our Privacy Policy. If you do not wish to be recorded, please ask our team member to call you back on a non-recorded line. Our privacy policy describes how we handle personal information, and is available on our website at campdraft.com.au. Please hold the line for your call to be received by our next available team member.”

Consent to Record Employees and Listen to Incoming Call Recordings

ACA obtain implied consent from employees to record incoming telephone calls as upon employment, all employees sign *INT009 New Employee Orientation Checklist* to confirm they have read and understand the ACA Office Team Policies including; *EMP003 Information Technology, Telephone and Customer Service Policy*. The *EMP003 Information Technology, Telephone and Customer Service Policy* states: All incoming calls are automatically recorded via the 3CX telephone system for quality assurance purposes. Outgoing calls are recorded as required in circumstances where call destinations are likely to be impolite, aggravated or difficult or for Code of Conduct breach investigations. ACA Team Members, Management Committee Members and/or third parties may access and listen to call recordings as required.

Opt Out of Recorded Calls - Incoming

If a call originator does not wish for their call to be recorded, they can advise the team member taking their call, who will take note of the caller’s details and call back on an unrecorded line.

Outgoing Calls

Call Destination Consent to Record

ACA record outgoing calls, as required in circumstances where the call recipient is likely to be impolite, aggravated or difficult, or for Code of Conduct breach investigations. Prior to turning the recording on, ACA will obtain express consent from the call destination to record the call by reading the following script: “This call will now be recorded to **(select the applicable wording) ensure the safety and wellbeing of our team members (or) to assist with our investigation relating to breaches of our Code of Conduct**. Please let us know if you agree to this recording or if you do not wish for this call to be recorded. We will not record this call without your consent **(note: if the recipient does not consent, do not start the recording)**. We may collect your personal information during this call. Our Collection Notification Statement outlines how we collect, use and disclose your personal information, and is available on our website at



www.campdraft.com.au.”

Consent to Record Employees and Listen to Outgoing Call Recordings

ACA obtain implied consent from employees to record outgoing telephone calls as upon employment, all employees sign *INT009 New Employee Orientation Checklist* to confirm they have read and understand the ACA Office Team Policies including; *EMP003 Information Technology, Telephone and Customer Service Policy*. The *EMP003 Information Technology, Telephone and Customer Service Policy* states: All incoming calls are automatically recorded via the 3CX telephone system for quality assurance purposes. Outgoing calls are recorded as required in circumstances where call destinations are likely to be impolite, aggravated or difficult or for Code of Conduct breach investigations. ACA Team Members, Management Committee Members and/or third parties may access and listen to call recordings as required.

Opt Out of Recorded Calls - Outgoing

If a call destination does not wish for their call to be recorded, the ACA Team Member must not start the recording.