Guide to Call Centre Audio Recording Retention

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This Guide Explains

- How audio recordings from the Workplace Safety and Insurance Appeals Tribunal (WSIAT) Call Centre are retained, stored, and deleted
- How the retention, storage, and deletion of Call Centre recordings supports compliance with the *Freedom of Information and Privacy of Protection Act* (FIPPA)
- How recordings are managed appropriately for operational, training and legal purposes

This guide governs the retention and deletion of audio recordings made by the WSIAT Call Centre. It ensures compliance with the *Freedom of Information and Protection of Privacy Act* (FIPPA), supports operational efficiency, staff training, and legal obligations, and promotes responsible management of personal information.

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Contents

Overview....1

What Recordings Are Covered?....1

Retention Period....1

Exceptions to the Retention Period....1

Storage and Security....2

Review and Deletion Procedures....2

FIPPA Compliance....3

Overview

The WSIAT Call Centre Audio Recording Retention guide establishes that all audio recordings of customer interactions will be retained for 100 days from the date of recording. After this period, recordings will be securely deleted, unless an exception applies. This guide also outlines the exceptions, storage and security protocols, and review and deletion procedures to ensure compliance with applicable legislation and organizational standards.

We respect your privacy and take protecting your personal information seriously. Any information you share with us is handled according to the *Workplace Safety and Insurance Act, 1997* and the *Freedom of Information and Protection of Privacy Act (FIPPA)*.

What Recordings Are Covered?

This guide applies to all audio recordings of customer interactions handled by the WSIAT's Call Centre technology, regardless of the nature or duration of the call.

Retention Period

- Recordings are retained for 100 days from the date of recording.
- After 100 days, recordings are automatically and securely deleted, unless an exception applies.

Exceptions to the Retention Period

Recordings may be retained beyond 100 days if they are:

- Required for staff training.

- Relevant to security investigations or legal proceedings.
- Used to make a decision about an individual
    - In this case, the recording must be retained for at least one year.
- Subject to a formal request for access or correction under FIPPA.

Storage and Security

Retention Period	Storage Location	Access
≤ 100 days	Call Centre technology platform	Secured and access-controlled
> 100 days due to exception	WSIAT network (designated secure location)	Restricted to authorized personnel

Review and Deletion Procedures

- Recordings not subject to an exception are automatically deleted after 100 days.
- Recordings retained beyond 100 days must be reviewed annually to confirm continued relevance.
- Once the purpose for extended retention is fulfilled, recordings must be securely deleted following WSIAT's data disposal protocols.

FIPPA Compliance

All recordings containing personal information must be handled in accordance with FIPPA, including:

- Secure storage and access controls.
- Retention for at least one year if used in decision-making.
- Individuals' right to access and request correction of their personal information.