Call Recording for General Data Protection Regulation (GDPR)

On May 25th, 2018, the **General Data Protection Regulation** (GDPR) comes into effect across Europe and will affect any business that processes data.

GDPR aims to strengthen and protect individuals regarding how businesses collect and use their personal data. GDPR has rules for the how businesses handle and protect data.

How to be compliant

1. Ensure you have set proper permissions to collect and use data

2. Implement and review your security policies:

    a) Protection of physical access to data storage facilities

    b) Protection of network security

    c) Access to call recording system should be strongly protected by passwords and be granted to authorized personnel only

    d) Storage call recording files in encrypted format

3. Store data only for the required period of time

4. Enable selective call recording only for required calls

5. Implement call recording system with advanced tracking mechanism such as audit log and file watermarking in order for businesses to be able to prove that call recording files were not altered and not accessed by unauthorized personnel.

How OrecX Call Recording System achieves GDPR

OrecX software delivers advanced compliance functionality to help businesses meet new legal requirements. Providing encryption, privileged access control and selective call recording, OrecX ensures all communications are strongly protected and compliant. Different retention periods can be configured for different types of users and calls to meet compliance rules

Benefits of OrecX Call Recording system:

Secure Call Recording and Encryption – OrecX records and securely stores interactions in encrypted format.

Selective Call Recording - Organizations can choose which lines to record.

Flexible Retention Policy -Administrator can configure retention period for recordings. Different retention periods can be set for different types of calls.

Fine-grained Privileged Access - Access to data is password-protected. Role-based access control allows you to define user's rights, such as playback, live monitor, administration, resource access etc.

Security features for GDPR:

Audit Log - OrecX activity tracking enables full audit logs of all actions performed within the system, such as access to call recording, deletions of files, change of configuration etc.

File Watermarking - OrecX offers a powerful application to validate the authenticity of any recording file, ensuring that call recordings remain intact and unaltered.

To find out how OrecX can help you be compliant with GDPR please contact an OrecX representative.