

## YOUR CALL RECORDING PARTNER FOR GDPR COMPLIANCE

Controlling, processing and maintaining records of recorded communications data is a key consideration in complying with the GDPR, which came into effect on 25th May 2018. Red Box gives you a set of tools to build into your data management processes, in full support of your compliance obligations.

### CAPTURING CONSENT

GDPR aims to strengthen the rights of individuals and increases transparency around how personal information is captured, stored and processed. Consent for recording individuals must be easy to give, simple to withdraw and must be explicit for sensitive data. Not only do organisations need to be a lot clearer on how they use or 'process' recorded calls and data, but they also need to ask for and keep a record of the fact that consent is given.

The Red Box annotation feature enables a record to be tagged with the consent captured, which can then be tracked, audited and reported on. This can be done manually by the call handler through the Red Box Workstation Client, or automated via an integration with our API.

#### What if consent is not given?

Where an individual does not give consent for the conversation to be recorded, Red Box offers the capability to suppress the audio or screen capture. This same technology is already used by many of our clients for PCI compliance purposes.

#### Red Box supports this process with tools to help:

- 
**Capture what you need**  
 Audio is captured from an extensive range of UC, telephony, radio and mobile systems with a set of tools to ensure that you only capture what you need, by allowing payment card information (PCI) suppression or only recording on demand.
- 
**Tag & uniquely identify records**  
 A wide range of rich metadata is automatically added to records at the point of capture which can be enhanced through the addition of customisable fields and manual annotations.
- 
**Search & replay calls and conversations**  
 Get the most out of your recorded data with quick and easy on-demand retrieve and replay of recordings, search for spoken words and phrases with our transcription service, control replay access, delete calls or lock calls that need retaining.
- 
**Utilise the latest speech recognition technology**  
 Highly accurate transcription of all audio conversations is available for 75 languages and growing. The text output can be imported into BI, AI and CRM systems to search for personal information.

### IDENTIFYING AN INDIVIDUAL'S RECORDS

The GDPR widens the previous 'right to be forgotten' under the Data Protection Act and individuals should be able to withdraw consent and request for their personal

data to be deleted or ported elsewhere\*. As such, the ability to link communication data captured from different sources to an individual is crucial so that an organisation can easily build a complete picture of the personal data held on file.



Capture consent



Protect your data



Delete or port records when required\*



Identify records associated with specific individuals

## KEEPING YOUR DATA SAFE

Taking steps to prevent a data breach is not a new requirement of businesses but the fines associated with one will be significantly higher now that GDPR has come into force. Red Box supports an organisation's data protection policies in several ways:



### Record Management

Platform access can be controlled through active directory authentication and with a range of local and archive storage options, communications can be configured to support your retention policies and regulatory compliance. Including the ability to export records, including all metadata, to your CRM platform of choice.



### Compliance Assurance

Our solutions can be deployed within an organisation's infrastructure so that it's subject to their full data access policies. Compliance monitoring enables businesses to evaluate adherence to these policies by performing spot checks and assessment of performance.



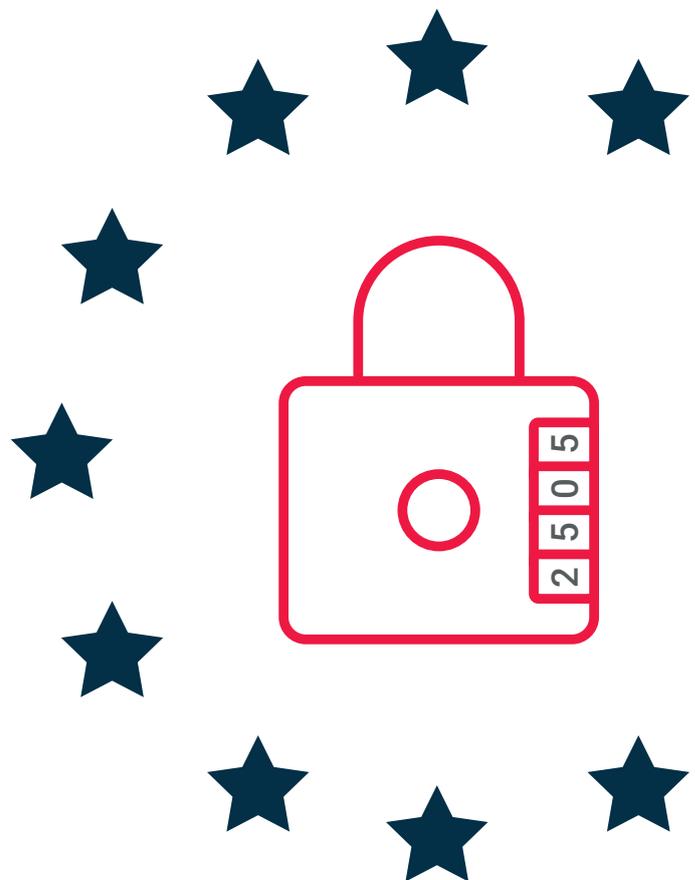
### Security

Frame based recording keeps data secure with encryption options available. Replay authorisation can then control who plays back recordings.

## CONCLUSION

Organisations need to meet GDPR compliance obligations through embracing privacy by design. Technology plays a big part in this, alongside people and process, so selecting the right suppliers is crucial.

Red Box has been supporting customers with the secure capture of communications for 28 years. In recent years, a range of regulatory requirements have been a priority for our customers and we will continue to develop tools to make call recording compliance as easy as possible.



\* The right to be forgotten must only be complied with if retention is no longer required (so if retention timeframes are stipulated for other regulations, such as MiFID II, this would still apply) or if the data as unlawfully collected in the first place. If permission was granted for the information to be collected this permission can be revoked at any time.



For advice and support for Redbox solutions contact Opus on 0800 316 7566  
or visit [www.opustech.co.uk](http://www.opustech.co.uk)

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