recordx

GDPR Advanced Feature Pack

Manage your compliance

The General Data Protection Regulation (GDPR). **Effective from 25th May 2018.**

GDPR brings together data privacy laws across Europe to protect and empower all EU citizens regarding data privacy and to reshape the way organisations approach data management. It supersedes the Data Protection Act of 1998.

How does it affect my business?

If you store and process data in any format that can be used to identify someone, GDPR applies to you. Should a customer request it, you must be able to amend or remove part or all of the information you have concerning them, as long as that does not contravene the law or impede your ability to provide them with the service they require.

Call recording and GDPR

Call recording enables an audit trial of consent to communicate with individuals. However, if you record calls for training or monitoring purposes, you must be able to delete recordings on request unless they must be kept to meet legislative requirements, such as FCA requirements for capturing financial advice and agreements.

How can Oak help?

RecordX includes improved data security and compliance options as standard. The Advanced GDPR Pack goes one stage further by simplifying the execution of common GDPR activities and providing GDPR specific reporting to protect your business interests.

The right to be forgotten

"A data subject should have the right to have personal data concerning him or her rectified and a 'right to be forgotten' where the retention of such data infringes this Regulation or Union or Member State law to which the controller is subject. In particular, a data subject should have the right to have his or her personal data erased and no longer processed where the personal data are no longer necessary in relation to the purposes for which they are collected or otherwise processed, where a data subject has withdrawn his or her consent or objects to the processing of personal data concerning him or her, or where the processing of his or her personal data does not otherwise comply with this Regulation."

Read the regulations in full

ideas that change everything
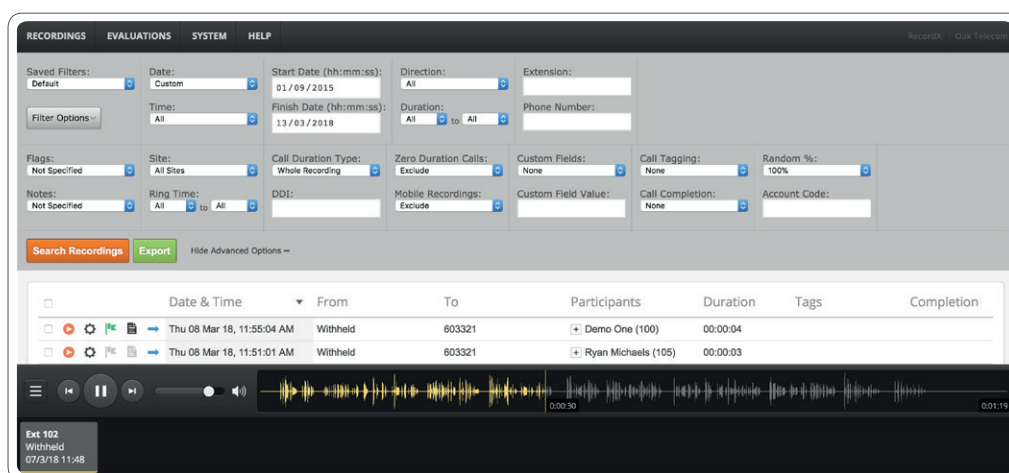
GDPR assurance as standard

RecordX delivers inbuilt capabilities to support data security and GDPR compliance.

1. Active Directory integration
Prevent overexposure of data within your organisation by controlling access to the call recording platform. Integrate RecordX with Windows Active Directory to help prevent unauthorised access to your customers' personal data.

2. Call recording definitions
Ensure future calls to/from a customer number aren't recorded if requested by that customer, as long as to do so does not contravene other compliance regulations.

3. Secure encryption
All calls recorded are encrypted so they cannot be tampered with, keeping data secure within the system, and intact should you need to send a recording to a customer or regulatory body.

4. Infinite storage
RecordX can store a huge volume of recordings for as long as you need. Calls can be retrieved by date, time, extension, CLI, DDI, user defined flags or even a customer reference if linked to a CRM system using the SDK.

GDPR Advanced Feature Pack

For finer control, enhanced security and a full audit trail.

✅ **Remove** recordings on demand

Under GDPR regulations, a subject has the 'right to be forgotten'; RecordX allows you to **search and delete specific records** when requested.

✅ **Permission**-based access

For **improved security,** set limits on who can alter or erase files when searching for and removing historic data.

✅ **Audit** reporting

Generate detailed **reports that show who is accessing the recording platform and what they're doing,** supporting best practice governance for internal and external inquiry.

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