Call Recording and Monitoring Consent

Notice and consent under the Digital Personal Data Protection Act, 2023.

COMPANY NAME

GRIEVANCE OFFICER EMAIL

Customer

FULL NAME

EMAIL

PHONE

PHONE

CUSTOMER / ACCOUNT NO.

Why we need your data

We record calls and online meetings to check the quality of our service, train staff, resolve disputes and meet regulatory record-keeping rules. Recordings may be transcribed automatically.

Data we collect

- Audio and, for video meetings, video of the call
- Call date, time, duration and the numbers involved
- Automated transcripts and quality scores

Your choices

- [ ] I consent to recording of my calls and meetings with the company.
- [ ] Recordings may be used, with my details removed, to train staff and AI quality tools.

Your rights

- Retention: recordings are kept for 12 months, or longer if needed for a dispute or required by a regulator.
- You may withdraw consent at any time, as easily as you gave it, by writing to the grievance officer. Withdrawal stops future processing but does not affect what was done before.
- You may ask for a summary of your data, its correction or completion, and its erasure once the purpose is served.
- You may nominate someone to exercise these rights if you die or become unable to.
- If we do not resolve a complaint, you may approach the Data Protection Board of India.

Customer

SIGNATURE

PRINTED NAME

DATE

Company

SIGNATURE

PRINTED NAME

DATE