



An Garda Síochána

Policy Document

Recording of Telephone Calls

Effective Date	<i>15th May April 2018</i>
Version No.	<i>0.02</i>
Approved by	<i>[Garda Executive]</i>
Introduced by	<i>[HQ Directive 27 / 2018]</i>
Policy Owner	<i>Executive Director ICT</i>

Purpose

This policy states An Garda Síochána's position regarding the recording of telephone calls at Garda Stations/facilities, and the management of and use of those recordings. The policy relates to the recording of emergency calls for service in Regional/Divisional Communications Centres/Rooms and any other areas within Garda Stations/facilities where the recording of non -emergency calls for service is approved. This policy excludes the recording facility in the Garda Information Services Centre (GISC) as local management operate a specific policy in this area. In areas where non – emergency calls for service are to be recorded, the caller must be alerted to the fact that their call is being recorded.

The benefit to An Garda Síochána and its stakeholders, is the regulated access to recordings of emergency calls for service, which assist An Garda Síochána performing its statutory functions as set out in section 7, Garda Síochána Act, 2005, as amended.

Scope

This document and all associated documents apply to all members of An Garda Síochána both sworn officers and civilian staff and any contractor who is in the employment of An Garda Síochána. The documents also apply to Police Officers from the Police Service of Northern Ireland (PSNI) seconded to An Garda Síochána in accordance with Section 53, Garda Síochána Act 2005.

Policy Statement

An Garda Síochána will record all emergency calls for service made to Garda Regional/Divisional Communications Centres/Rooms. Emergency calls for service, are calls which originate through the dialling of the 999/112 emergency telephone numbers. These calls for service are recorded for the purposes of assisting An Garda Síochána performing its statutory functions as set out in section 7, Garda Síochána Act, 2005, as amended. Due to the nature of emergency calls for service, callers will not be advised that telephone calls are being recorded.

An Garda Síochána may record non-emergency calls for service made to Garda telephone lines. In these cases, a recorded message will inform callers that the telephone call to the relevant line is being recorded and for what purpose.

Garda and civilian staff answering recorded telephone lines, will be alerted that the relevant telephone lines are being recorded. Signage will be placed prominently in each Garda Regional/Divisional Communications Centres/Rooms where recorded telephone lines are in operation advising personnel that the telephone lines are being recorded. Telephone extensions that are designated for recording will be clearly labelled as recorded extensions.

Recorded telephone extensions will only be added to the telephone system in line with the provisions of the Recording of Telephone Calls Procedure Document.

Recorded data is considered 'personal information' as provided for under data protection legislation and will be processed in line with this legislation. System access will be governed by Superintendent Telecommunications. Access will only be granted with the written authorisation of the relevant Superintendent/District Officer for stated purposes. The telephone recording system will only be accessed in line with the provisions of the Recording of Telephone Calls Procedure Document.

Retention Period

Recordings of emergency calls will be retained for a period of seven (7) years unless extracted and stored separately for the purposes of investigations. Calls to the Fixed Charge Penalty Office will be retained for two (2) years.



Compliance

Compliance with this Policy and accompanying Procedure Document is mandatory for all Garda and Civilian Staff.

Related Documents

- Recording of Telephone Calls Procedure Document

Legal & Human Rights Screening

This policy has been legal and human rights screened in terms of the respective obligations placed on An Garda Síochána for the subject area concerned.

Ethical Standards & Commitments

Every person working in An Garda Síochána must observe and adhere to the standards and commitments set out in the Code of Ethics for An Garda Síochána and uphold and promote this Code throughout the organisation.

Policy Review

This Policy will be reviewed 12 months from its date of effect, and every three years thereafter.

Disclaimer

This document is not intended to, nor does it represent legal advice to be relied upon in respect of the subject matter contained herein. This document should not be used as a substitute for professional legal advice.

