



Call Recording and/or Monitoring Considerations

To be completed by Vice President, Dean or their designee

1. What is the purpose of call recording or call monitoring?

2. Who will be handling calls (i.e., code 100, students, graduate students, union employees, contractors)?

3. Describe the training of those who will handle calls, including how often training will be renewed.

4. Describe the training of those who will monitor and/or access recorded calls, including how often training will be renewed.

5. If you will record calls:

- a. What type of data/information will be recorded (what is the nature of the verbal communication between agents and callers)?

- b. How long do you need to retain access to the recorded callsⁱ?

- c. Will agents being recorded sign a form stating that they consent to be recorded?

- d. If callers do not want to be recorded, what alternative means of communication are available (such as an email address or online form)?

ⁱ In general, recorded calls should not be retained beyond their usefulness or as required by applicable laws and regulations. It is the responsibility of the Dean, Vice President or their designee at the college, school, institute, operating unit, department or division that will implement the plan to determine if any regulatory requirements

apply to their contact center and provide that information along with supporting documentation to NYU IT Global Infrastructure and Operations (GIO) and NYU IT Global Office of Information Security (GOIS). Where no regulatory requirement exists, recorded calls may be retained for no more than 90 days.