



Telephone Call Recording Collection Notice

Notice

CN-21 | Telephone Call Recordings

Who we are and how to contact us

The Shire of Augusta Margaret River collects, holds and manages personal information through telephone call recordings made using RingCentral. Callers are notified at the commencement of a call that it may be recorded where enabled.

If you have questions about how your personal information is handled, or wish to request access to or correction of your personal information, please contact:

Privacy Officer

Shire of Augusta Margaret River

41 Wallcliffe Road, Margaret River WA 6285

Phone: (08) 9780 5255

Email: privacy@amrshire.wa.gov.au

Why we are collecting your information

We collect this information for the following purposes:

- quality assurance – monitoring and improving the standard of service delivered by Shire officers
- staff training – using recordings to train and develop Shire staff in service delivery and communication
- resolving disputes or complaints about Shire services where the content of a call is relevant
- maintaining records of transactions and decisions in accordance with the Shire's record-keeping obligations

Where your information will be stored

Call recordings are stored in RingCentral, which is hosted on Australian infrastructure. Recordings may also be held in the Shire's enterprise resource planning and records management systems.

How your information may be disclosed

Your personal information may be used and disclosed for the purposes outlined above.

The Shire may disclose personal information to:

- authorised Shire officers responsible for staff training and quality assurance

- Shire officers responsible for reviewing disputes or complaints

Information may also be disclosed where authorised or required by law.

Sensitive personal information

Call recordings may incidentally capture sensitive personal information – for example, if a caller discusses health matters, financial hardship or personal circumstances. Where a recording contains sensitive personal information, access is restricted to authorised officers only and the information will not be disclosed without the individual's consent except as required or authorised by law.

AI-generated transcripts and summaries

Where RingCentral for AI-notes is enabled for a call, the caller will be notified before the transcript or summary is produced. AI-generated content may not be a verbatim or complete record of the meeting. Participants who have questions about the accuracy of a transcript or summary may contact the Privacy Officer to request access and correction.

How we're authorised to collect your information

We collect, use and disclose your personal information in accordance with applicable laws, including:

- Local Government Act 1995 (WA)
- Local Government (Administration) Regulations 1996 (WA)
- State Records Act 2000 (WA)

Consequences of not providing information

If you do not wish your call to be recorded, you may:

- advise the Shire officer at the commencement of the call – the Shire will accommodate this request where practicable
- choose to conduct your enquiry or transaction through an alternative channel such as email, in person at the Shire office, or by written correspondence