

Call Recording Policy

Last updated: 04/09/2026

At **Travelmasters**, we may record telephone calls made to and from our business.

Why We Record Calls

Calls may be recorded for legitimate business purposes, including:

- Improving the quality of our customer service
- Staff training and development
- Monitoring and maintaining service standards
- Handling complaints and resolving disputes
- Preventing and detecting fraud
- Protecting our customers, employees and business
- Meeting legal and regulatory requirements

When Calls Are Recorded

Where a call is recorded, we will inform you at the beginning of the call where appropriate. You may hear a message such as:

“Please note that this call may be recorded for quality, training, security and compliance purposes.”

How We Protect Recordings

Call recordings are treated as confidential and are stored securely. Access is restricted to authorised individuals who have a legitimate reason to access them.

We do not use call recordings for purposes that are incompatible with the reason they were collected.

How Long We Keep Recordings

We retain call recordings only for as long as necessary for the purposes for which they were collected, unless we are required to keep them for longer by law or for an ongoing investigation.

Our standard retention period is 2 weeks.

Your Information

Call recordings may contain personal information. We process this information in accordance with applicable data-protection legislation.

You may have certain rights regarding your personal information, including rights to request access to information we hold about you.

If you have any questions about call recording or how your information is handled, please contact us:

Travelmasters

Email: sales@travel-masters.co.uk

Telephone: 01795 660066

Address: Dorset Road, Sheerness, ME1 1LT

Changes to This Policy

We may update this policy from time to time. The latest version will always be published on this page.