

# CALL RECORDING DISCLOSURE

## 1. INTRODUCTION

This Call Recording Disclosure explains how AI Takes Axion Ltd handles the recording, monitoring, and processing of telephone calls made through or in connection with our services. It applies to all calls handled via AI-powered systems, telephony integrations, or communication platforms.

## 2. CALL RECORDING & MONITORING

Calls may be recorded, monitored, or transcribed for:

- Service delivery and call handling
- Training, quality assurance, and system improvement
- Record-keeping and verification
- Security and fraud prevention

## 3. LEGAL BASIS FOR RECORDING

- Legitimate interests — service quality, system performance, and security
- Contractual necessity — where recording is required to deliver the service
- Consent — where applicable or specifically required

## 4. CLIENT RESPONSIBILITY

**CRITICAL: The client is responsible for ensuring all individuals interacting with their business are informed that calls may be recorded or handled by an AI system. This may include verbal notifications, privacy notices, or other legally required disclosures. The Company is not liable for the client's failure to do so.**

## 5. USE OF RECORDINGS

Recordings may be used to deliver and operate AI services; improve system performance; resolve disputes or verify interactions; and comply with legal obligations.

## 6. DATA STORAGE & RETENTION

Call recordings are stored securely for as long as necessary to provide services and comply with legal requirements. Retention periods vary depending on configuration and third-party providers.

## 7. DATA SUBJECT RIGHTS

Individuals may exercise rights regarding their personal data including access, correction, and deletion. Requests should be directed to the relevant data controller — typically the client.

#### **8. GOVERNING LAW**

This Disclosure is governed by the laws of England and Wales.