



telephone systems
.cloud

UK Compliance & GDPR

Public Copy

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This document

This document is designed to outline in more detail the specifics of compliance and GDPR regarding our cloud telephone system service. Full general GDPR information is available within our terms and conditions available:

<https://telephonesystems.cloud/docs/TermsandConditions.pdf>

The Infrastructure

Hosting systems Ltd TA Telephonesystems.cloud website and internal systems are all held within a UK ISO 27001 accredited datacentre or secure UK offices.

Our telephone system infrastructure is run in conjunction with UK firms Digital Wholesale Solutions and BT Wholesale, which in turn work in conjunction with CISCO on the UK Broadsoft platform.

All datacentres, file storage and failover systems are based in the UK. The location of these datacentres is confidential.

Call Recording

The Voice Recorder provides support for businesses who require PCI DSS compliance. PCI DSS requirement 3.2 stipulates that card validation codes and values must not be stored other than for transaction authorisation. The Voice Recorder therefore provides the facility to pause and restart recordings using DTMF codes entered by the agent during the call. When credit card data is about to be given the agent keys a code into their handset and the recording pauses. When the credit card details have been completed the agent re-enters the code to restart recording.

Storage also supports PCI DSS and other regulatory standards. All recorded calls are encrypted and marked with a digital fingerprint. The encryption algorithm used is AES-256 (Rijndael). Encryption is applied at call termination prior to writing the call to online storage. The digital fingerprint uses a MD5 signature applied prior to encryption. The signature is used to verify the integrity of a call presented for playback. Tampering can therefore be identified and the use of MD5 is considered appropriate for allowing recordings to be used as legally admissible evidence.

180 Days Storage – ideal for compliance to FSA regulations and for training purposes

For 180 day retention of recorded calls, Storage is cumulative for a customer and shared across all users on the Site.

7 Year (2560 Days) Storage – ideal for businesses in the financial sector for MiFID II requirements

For 7 Year retention of recorded calls, Storage is cumulative for a customer and shared across all users on the Site.

Note: Voice recording can only be applied to users, therefore calls originating from the main bearer number of a trunk will not be recorded.