

Documentation of Interactions

- All customer interactions, including phone calls, emails, SMS, live chats, and in-person communications, must be documented in a **centralized Customer Relationship Management (CRM) system** or an equivalent secure platform.
- Documentation should include:
 - **Date and time** of the interaction.
 - **Customer details**, such as name, account number, or contact information.
 - **Summary** of the interaction, including key issues discussed, resolutions, and next steps.

Phone Recordings

- **Recording Process:**
 - Use call recording software for phone interactions where legally permissible.
 - Inform customers at the start of the call that the conversation is being recorded (if required by law).
- **Storage:**
 - Store recordings securely in a designated system or database.
 - Label each recording with metadata, including the customer identifier, date, and purpose of the call.
- **Retention:**
 - Retain phone recordings as per the retention schedule (e.g., 7 years for compliance purposes or as required by law).

Emails and SMS Messages

- **Archiving:**
 - All customer-related emails and SMS messages must be archived in an organized and searchable system (e.g., email server archives, CRM platforms).
 - Include relevant customer details and summaries for context.
- **Accuracy:**
 - Verify customer contact details before sending communications to prevent errors.
 - Keep a record of the entire conversation thread for context.
- **Retention:**
 - Follow the retention period outlined in the Record Retention Policy for customer communications.

Live Chat and Instant Messaging

- **Recording Chats:**
 - Use chat software with built-in archiving capabilities to automatically save chat logs.
 - Ensure all chats include timestamps, customer identifiers, and full transcripts of the conversation.
- **Storage:**
 - Store chat logs securely in the CRM or a designated archive system.
- **Retention:**
 - Retain logs based on the defined retention schedule.

Quality Assurance and Auditing

- **Periodic Audits:**
 - Regularly audit a sample of recorded interactions to ensure accuracy, completeness, and compliance with company policies and legal requirements.
- **Error Correction:**
 - Address discrepancies in records promptly, documenting corrections and the rationale for changes.
- **Feedback Loop:**
 - Use findings from audits to improve training and processes for recordkeeping.

Data Security and Access Controls

- **Access Management:**
 - Restrict access to customer interaction records to authorized personnel only.
 - Use role-based permissions to ensure confidentiality and prevent unauthorized access.
- **Encryption:**
 - Encrypt sensitive customer interaction data both in storage and during transmission.
- **Backups:**
 - Maintain regular backups of all customer interaction records to prevent data loss.

Legal and Regulatory Compliance

- **Consent Requirements:**
 - Ensure compliance with legal requirements for recording and storing interactions (e.g., informing customers about recordings where required).
- **Retention Policies:**
 - Align retention periods with applicable laws, such as the **Privacy Act 1988 (Cth)** and **Spam Act 2003**. As set out in Record Retention Policy.
- **Right to Access:**
 - Provide customers access to their interaction records upon request, as mandated by privacy regulations.

Training and Awareness

- Provide regular training to employees on:
 - Proper documentation and recordkeeping practices.
 - Compliance requirements related to customer communications.
 - Use of systems and tools for recording and storing interactions.

Disposal of Records

- Dispose of outdated or unnecessary interaction records securely, following the methods outlined in the Record Retention Policy.
- For phone recordings, emails, and SMS, use secure deletion tools to ensure irrecoverability.