



Data Protection Officer  
Freedom of Information  
NW Leicestershire District Council  
Whitwick Road  
Coalville  
Leicestershire  
LE67 3FJ  
Telephone: 01530 454763

Date: 17 August 2020

## **FREEDOM OF INFORMATION REQUEST 1248**

I write further to your email dated 14 August 2020.

Your request has been dealt with under the terms of the Freedom of Information Act 2000 (FOIA), explained on our [freedom of information](#) page.

Your request:

Could you please confirm if your calls are normally recorded for training and quality purposes?

Our response:

Calls are recorded on a case by case basis and it is up to the person to activate the recording. However, once a call is transferred to a none work number it is out of our hands.

The supply of information in response to a freedom of information request does not confer the right to re-use the information. UK copyright law allows information supplied for the purposes of private study and non-commercial research to be used without permission. Information supplied can also be re-used for the purposes of news reporting except for in the case of photographs.

## **GOING FORWARD**

If you are dissatisfied with the information supplied please feel free to contact me on the number above for any queries in relation to this response. Please note that in responding to further enquiries I can only comment on the information contained within this correspondence and cannot provide any further information that may pertain to an additional FOIA request.

Please remember to quote the Authority's four digit reference number given at the top of this email in any future communications.

If you remain dissatisfied following the conclusion of the above informal review, you have the right to ask for an internal review. A request for a review whether formal or informal should be submitted within two calendar months of the date of receipt of the response to your original letter and should be sent to [DPO@NWLeicestershire.gov.uk](mailto:DPO@NWLeicestershire.gov.uk) or the address above.

Further details on our appeals and complaints procedure can be found on our website [here](#).

If you remain dissatisfied following the conclusion of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at [accessicoinformation@ico.org.uk](mailto:accessicoinformation@ico.org.uk).

Yours sincerely

Mackenzie Keatley  
Information Governance Officer