

Call recording privacy statement

Global Veterinary Services automatically records most inbound calls to our primary contact numbers and some outbound calls.

We Record calls:

- for staff training and quality assurance purposes.
- for reporting on the types and numbers of enquiries we receive
- so we can find ways to simplify our service
- to ensure we have an accurate record of calls, which may be needed to support any transactions that take place over the phone and/or if there is a dispute

Recordings are stored in a Global Veterinary Services' approved cloud service for up to 5 years after which they are deleted. Recordings may be retained for longer if required as part of an investigation or for evidentiary purposes.

Global Veterinary Services reserves the right to terminate any calls that are deemed to be offensive or abusive.

You have the right to request access to a recording of your call. To request a recording please email admin@gvs.nz stating the date and time of the recording you require as well as providing proof of identity, such as a copy of your passport or driver's license and your telephone contact number.



Global Veterinary Services