

# DWP Microsoft Teams Recording and Transcription Policy

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**This is version 2.0 of the policy and is effective from 14 October 2024.**

## 1. Introduction

1.1 DWP allows the recording and transcription of Ms Teams meetings. This functionality is available to all in the department as part of the MS Teams suite, however there are limited occasions for the use of recording and transcription services. The main intention for the use for this functionality is to allow users to catch up on internal team meetings (for example All Colleague calls), as previously available under the telephony replay facility.

1.1.1 Read about [Scheduled Teams Meetings](#)

1.1.2 Read about [Channel meets](#)

1.1.3 Read about [Webinars](#)

A transcript is automatically generated for any scheduled meeting which is recorded. Transcription is not available in channel meet. The record and transcribe facility is only intended for use up to OFFICIAL, where no personal or sensitive information, is discussed.

1.2 Transcription and live caption are different functions. See Transcription guidance. Live captions can be used at any time, as an assistive technology.

1.3 Recording and Transcription of MS Teams calls via the chat / call app or softphone is not permitted or enabled within DWP.

1.4 As a courtesy, other participants should be notified in advance if a Scheduled Teams meetings call, Channel meet or Webinar will be recorded.

Date 14/10/2024

2.0

## **2. Purpose**

2.1 This policy is for all DWP employees, agents, contractors, business partners, third parties and suppliers using DWP licensed MS Teams. MS Teams hosted outside of DWP will be subject to the host's policy on recording and transcription. It includes all scheduled meetings and channel meet functions and webinars. The use of recording and transcription is not permitted in any citizen scenarios which are currently approved via Teams.

2.2 All DWP employees, agents, contractors, business partners, third parties and suppliers must take into consideration and adhere to the following policies in addition to this policy, when deciding to record and/or transcribe a scheduled meeting or channel meet.

[DWP Acceptable Use Policy](#)

[DWP Information Security Policy](#)

[DWP Information Management Policy](#)

Standards of Behaviour

## **3. Policy**

3.1 Colleagues may record Teams meetings where there is a legitimate business reason to do so. Colleagues are permitted to use the recording and transcription function in channel meet, scheduled Teams meeting calls and webinars with content up to the OFFICIAL security classification, with some restrictions: Colleagues are not permitted to record meetings that include customer data, OFFICIAL-SENSITIVE DWP data, or personal staff information.

3.1.1 In exceptional circumstances, where a line manager is considering a reasonable adjustment under the Equality Act 2010 to record and transcribe official sensitive meetings; the line manager must consider the impact and mitigate the risks identified in the Standards of Behaviour guidance 14a and document the decision.

3.2 The restrictions listed from 3.3.1 are in place due to our obligations to comply with security, privacy, and relevant statutes and regulatory frameworks such as the UK General Data Protection Regulation (UK GDPR), the Data Protection Act (DPA) 2018, and the Freedom of Information Act (FOIA) 2000.

3.3 This policy identifies the instances when it is not appropriate to use the recording function in channel meet and when it is not appropriate to use the recording or transcription functions in a scheduled Teams meeting call.

Recordings and transcriptions must not to be used for:

3.3.1 HR / Line Management investigations including evidential or record keeping purposes see Standards of Behaviour Advice 14a

3.3.2 Meetings with citizens

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3.3.3 Meetings containing any sensitive data. (see DWP Security Classification Policy).

3.3.4 Recording and transcription functions are not suitable for corporate records.

3.4 Recording and transcription must be deleted when any sensitive or personal information is discussed.

## **4. Compliance**

4.1 Compliance is the responsibility of all DWP staff, contractors, third parties and suppliers working on the DWP estate to understand their responsibilities as defined in this policy and that they continue to meet its requirements for the duration of their employment within DWP. It is a line manager's responsibility to take appropriate action if individuals fail to comply with this policy. Breaching this policy may result in a breach of Section 3 of the Acceptable Use Policy which could lead to disciplinary procedures.

## **5. Responsibilities**

5.1 Recordings and transcriptions are stored in the individual's OneDrive Recordings folder and automatically deleted after 30 days. If the recording is moved to another location, the meeting organiser is responsible for setting a new retention label. The deletion of all recordings/transcriptions is the responsibility of the meeting organiser and also any user who records/transcribes a meeting, as a participant.

5.2 It is the responsibility of all participants who have access to a recording/transcription to ensure any recording/transcription is handled with the same care as any other DWP official information and not shared with parties who are not authorised for that information.

## **6. Retention**

6.1 Recordings of channel meetings, Scheduled Teams Meeting and webinars have an auto-expiration date set for 30 days after the recording is made.

6.2 If recordings are moved to another location, the SharePoint retention labels must be applied to ensure deletion.

6.3 Transcriptions will be automatically deleted after 30 days.

6.4 Webinar registration and attendee data must be deleted manually in line with Webinar in Teams Policies and Procedures (sharepoint.com)

## **7. Glossary**

Channel meet: an instant meeting arranged using the 'Meet' button from within a Teams Channel

Scheduled Teams meetings: a meeting created using a calendar invite, either in Outlook or Teams

Recording: capturing the audio, video and screen sharing activity during a meeting.

Transcription: a written output of what was said during a recorded meeting. Users can choose this option as needed.

Live Captions: subtitle text presented in real time based on what is said in a meeting.

Softphone: the dialling feature on Teams call app.

Webinar: Webinars in Teams are structured meetings where presenters and participants have clear roles. A key difference between Webinars in Teams and Teams meetings without webinars, is that webinars support registration and provide attendee engagement data.