

Adult Social Care and Health (ASCH) Directorate

Business Delivery Unit: Information Governance

Microsoft (MS) Teams Recording Guidance

Document details

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Introduction

MS Teams is a Microsoft product that allows you to collaborate with other individuals or external organisations. It is universally used across KCC teams and services.

The MS Teams recording function allows you to record meetings on MS Teams. The recording will capture audio, video and screening sharing activity. More information on recording can be found on the [Microsoft](#) website.

This document provides general information and guidance on the considerations of using MS Teams recording function (when processing personal or special category information) to help comply with data protection obligations.

Scope

This document is only applicable to ASCH staff who require to use MS Teams recording function to record a meeting. For example, best interest, professionals meeting, supervision/one-to-one meeting. This document does not apply when personal or special category information is not going to be processed (recorded).

Checklist

The below checklist is split into different parts to identify what may need to take place at each stage of recording a meeting on MS Teams.

Before MS Teams Recording

- Ensure the intended recording follows UK GDPR's data protection principles
- Have a lawful basis for processing personal data
- Have a condition for processing special category data (if required)
- Have a privacy notice available that details how an individual's data will be collected and used
- Set up an authenticator or agree who can authorise attendees to join the call
- Have a Standard Operating Procedure (SOP) to ensure consistency to recording approach
- Send a confidentiality agreement to attendees (if required)
- Connecting securely to the meeting e.g., KCC network, another organisation's network, or for attendees using personal devices ensure connection is secure.

During MS Teams Recording

- Confirm to attendees meeting will be recorded
- Confirm consent of attendees for recording to start (note and resolve any objections)
- Share (e.g., link) privacy notice to attendees to inform how their data will be collected and used
- Agree housekeeping rules (e.g., raising questions, cameras on or off)
- Confirm how recordings will be made available to attendees
- Confirm how the recording can be used

- Confirm how the recording can be shared / disclosed

After MS Teams Recording

- Ensure recording is an accurate reflection of meeting
- Share recording with attendees and note how the recording can be used, shared and or disclosed (if applicable)
- Save to a secure MS Teams site, individual's file, or system (if possible / applicable)

General Obligations

Recommendations are listed below for the storage and sharing of MS Team recording to help demonstrate compliance to data protection obligations.

Saving MS Teams Recordings

MS Teams recordings should be saved securely e.g., KCC network, folders to ensure the safety of personal information.

If recordings are saved on an MS Teams site, only individuals who are allowed to view the information should be granted access. Access and permission levels should be regularly reviewed.

If recordings are saved within team shared folders or an individual's file, access should be restricted to staff who only need to see that information. If possible, the folder or file the MS Teams recording is saved in could be restricted access.

Retention

The retention of a MS Team recording should be necessary and proportionate to your processing. That is, information should not be stored in an identifiable format for longer than is necessary (data protection principle (e) storage limitation). The criteria for determining retention periods are statutory or other industry requirements, legal liability or other legal requirements and best business practice.

KCC's Retention Schedule lists all applicable retention periods. If there is not a suitable retention period for MS Team recordings, please contact KCC's Records Manager (Elizabeth Barber) to create a new retention period.

Sharing MS Teams Recordings

There are a variety of ways that MS Teams recordings can be shared.

If you wish to share by email, please use the SECURE function, especially when sending to personal accounts. If you are sending to another organisation, please use ICTs Whitelist to see if the email address has been verified to send information to securely.

If you are sharing via MS Teams site, only grant access to those who require access to the information. You can adjust permission levels e.g., read only, edit to ensure information is

securely accessed. You can also remove permission levels when it is no longer required for individuals to access this.

An alternative to the above options, is to transcribe the MS Teams recording, so minutes are sent to individuals who are allowed to see this information and can also be uploaded onto an individual's record on Mosaic. When sharing minutes please use additional suitable restrictions e.g., password protection, delivery and/or read receipts, adequate permission levels etc. to ensure the security of sharing information.

It is suspected or known that information has been shared with an authorised individual or has been lost or comprised, please raise this to the Information Resilience & Transparency Team in-line with KCC's Data Breach Policy.

Disclosing MS Teams Recordings

KCC's standard procedure for responding to legal requests to request information from MS Teams Recordings are listed below. This applies to Freedom of Information Requests, Subject Access Requests and Third-Party Requests.

As MS Teams recordings cannot be edited, if any information mentioned at the meeting is applicable to form an answer to or part of an answer to a FOI request, the information must be transcribed (i.e., staff take minutes of the recording). This ensures the requestor receives the information relating to their request and does not become privy to information that is outside of the request scope and are not allowed to see.

Review Period

This document will be reviewed on a yearly basis (November). Changes or updates will be reflected within the version control and circulated thereafter as soon as possible.

Please email lauren.liddell-young@kent.gov.uk regarding any updates or changes for this document.

Useful links

Listed below are the policies and procedures that will provide additional information on KCC standards for the above sub-sections.

- [Information Management Manual](#) ('saving MS Teams recordings' and 'retention' sub-sections)
- [Retention Schedule](#) ('retention' sub-section)
- [Secure Email Policy](#) ('sharing MS Teams recordings' sub-section)
- [Data Breach Policy](#) ('sharing MS Teams recordings' sub-section)
- [Freedom of Information Request Policy](#) (and other policies listed on this Knet page) ('disclosing MS Teams recordings' sub-section)
- [Subject Access Request Policy](#) ('disclosing MS Teams recordings' sub-section)
- [Third Party Request Policy](#) ('disclosing MS Teams recordings' sub-section)

You may need to read other KCC policies in conjunction with MS Teams Recordings. These can be found by visiting the [Information Governance](#) (and subsequent pages) on Knet.

External Links

Listed below are links to useful information that will provide additional guidance selecting an appropriate lawful basis to process personal information and Article 9(2) exemption to process special category information.

- <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing/> (lawful basis)
- <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/special-category-data/> (Article 9(2) condition)
- [FAQs on recording MS Teams meetings - Information governance - NHS Transformation Directorate \(nhsx.nhs.uk\)](#) – NHS guidance on recording meetings