

**Balance of interests test regarding the use of voice recordings at customer service offices based on a legitimate interest, as per Article 6 (f) of the GDPR**

customer protection	there are a number of examples where administrative mistakes could have put the customer at a disadvantage, but the voice recording made it clear that the client was not responsible for the situation, allowing us to solve his problem
Compliance with the Toll Decree	not being able to replay the recording in these cases involves a high level of compliance risk, because we essentially assume good faith on the part of the customer and act in the customer's interests even if we cannot confirm that we are correct, in which case we risk processing a fine in a manner contrary to the Toll Decree
customer protection	if we lack sufficient evidence and make a decision unfavourable to the customer, we assume a public relation risk
Protection of employees	we can use the voice recording to verify that the customer has actually received the appropriate notification regarding data processing
customer protection	you can use the voice recording to verify that you have not received the appropriate notification regarding the privacy policy
customer protection	reinforcing the service provider-oriented approach, a full-scale inquiry can be conducted on receiving a client request via a different channel, and we can provide comprehensive information to the customer in a single phase
customer protection, the interests of NTPS	faster and more effective solutions than written statements, as it requires no extra administration, while written declarations must be stored and managed, which raises additional data processing issues. The audio recording is stored in a closed system, and can easily be retrieved or deleted
Compliance with the owner's requirements	The personnel needs and costs of NTPS are determined by multiplying the number of transactions performed by their standard process time; if additional administration is needed, the standard times for the individual issues and the related personnel needs will also increase, which is contrary to the owner's current requirements
Compliance with the owner's requirements, customer protection	Some of our customers have begun to themselves request that their call be recorded; these customers therefore do not need to be directed to the Call Centre channel, which would otherwise mean additional work on two channels, and pose an additional administrative burden for the customer as well.
promoting legal compliance	We can also make professional and data protection-related improvements to ensure our compliance with legal requirements.
result	<b><u>For the reasons listed above, voice recording-based services offer at least as many benefits in terms of speed, evidence (accountability), environmental awareness and efficiency for our customers as it does for NTPS Plc. Therefore, voice recording as a data recording/storage method fully facilitates administrative compliance with consumer protection standards.</u></b>