freshcaller

GDPR FAQ

> Here are some frequently asked questions from Freshcaller customers. To save customer time and effort, we've collated information and instructions on how Freshcaller tackles requirements of GDPR.

Benefits of a GDPR-ready call center software

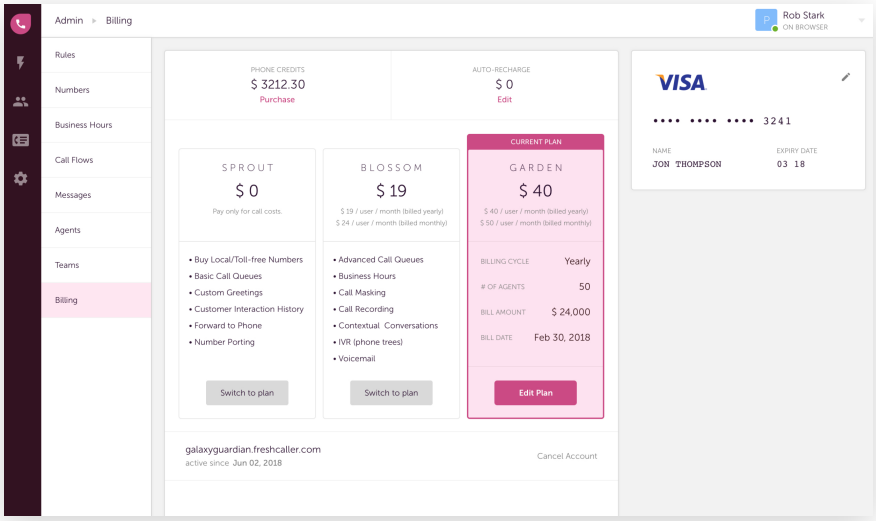
A GDPR-ready call center software like Freshcaller will help you adhere to the following GDPR requirements:

- Avoid misuse of personal data
- Obtain customer opt-in before collecting personal data
- Provide customers the right to be forgotten

How do I delete user data?

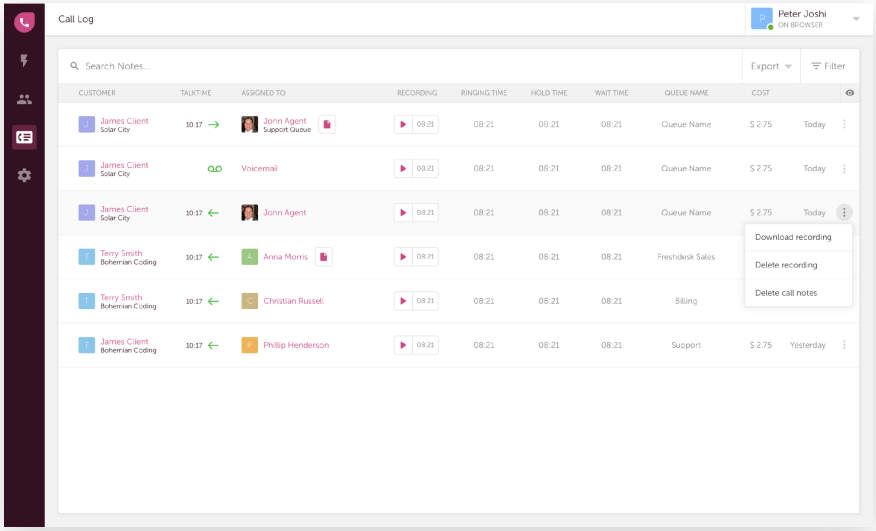
Administrators have the option to delete specific user data or the entire account.

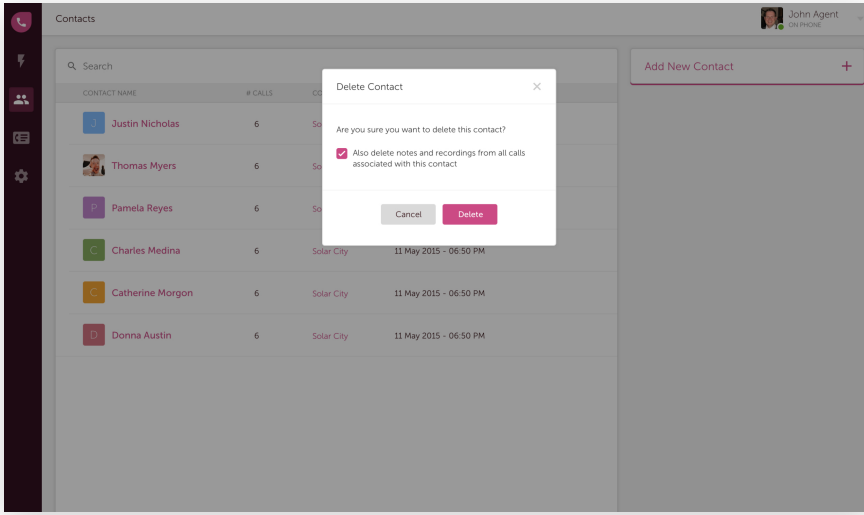
- Deletion of account: The Freshcaller account can be cancelled and deleted permanently from the billing page. Once deleted, data will be held for 14 days, just in case the customer wants to restore it. Post 14 days, data and account is automatically deleted permanently



- Deleting call notes and call recording:
  - Admins can choose to delete specific call notes and call recordings from call logs.
  - When a specific contact is deleted,the system prompts to verify if hard delete of other related data like call notes and recordings associated with the contact is required.
  - When specific company is deleted, the system prompts to verify if all contacts in the company and related data of contacts need to be deleted.

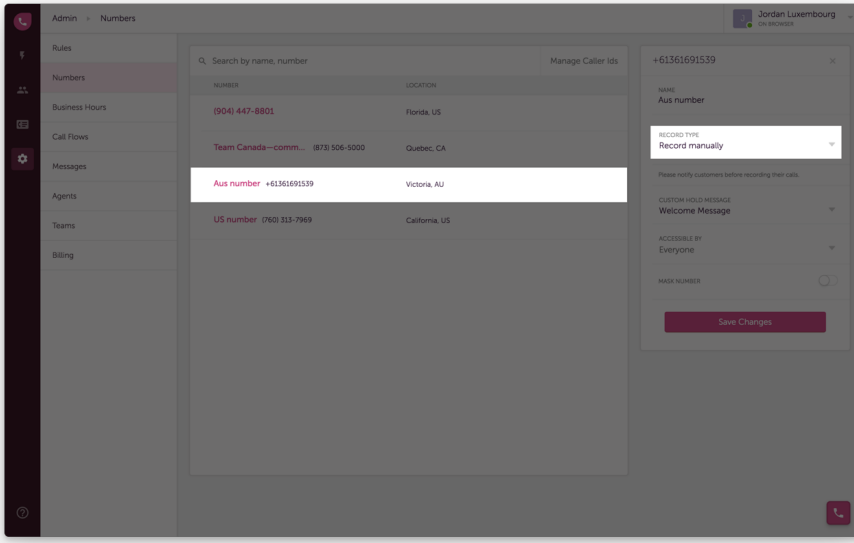
- Anonymization of agent data on request: For a deleted agent, an option to delete email address/name (all PII) on request is available. This will ensure that deleted agent information is not shown to anyone viewing previous call logs and call reports.

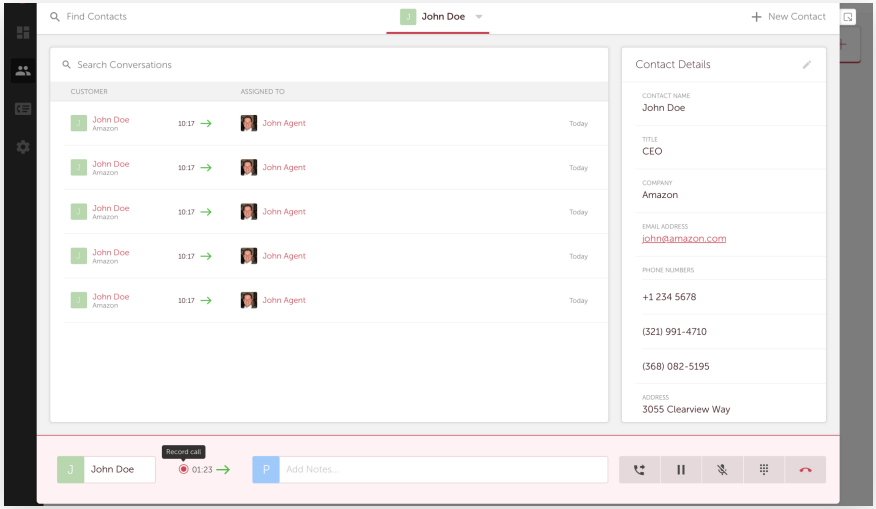




How do I get customer consent for recording a call?

Admins can choose to configure the call recording at a number level as “Record calls manually”. With this setting, agents can start recording calls after customer opt-in at any point in the conversation. A prompt message is also displayed to remind admins that appropriate greeting messages should be used to notify customers that their calls are being recorded.





How is my data in Freshcaller protected from misuse?

All data including personal data and call information are encrypted at transit and at rest in the product. As a data controller, it is important for you to assess what data you're collecting in the call recordings and notes.This information must be minimized to the extent necessary for you to provide service or support. As a data processor, Freshworks performs operations or set of operations on this data only based on your action and in compliance with applicable regulations.

Do I need to move my data to a EU based data center to be GDPR compliant?

GDPR does not require EU personal data to stay in the EU, nor does it place any new restrictions on transfer of personal data outside the EU. GDPR only mandates that such transfers be legitimized through any of the mechanisms provided in the regulation. Some ways of legitimizing transfers are through EU-US Privacy Shield Certification and Model Contractual Clauses. Freshworks uses both ways to legitimise data transfers with our customers. Freshcaller is built with a telephony partner Twilio and the required data transfers are protected by the EU-Us

privacy shield. However, if your organization's policy requires you to store data in the EU, you can choose from the available Freshcaller plans to move to our Frankfurt data center

What is Freshcaller?

Freshcaller is a call center software using which you can purchase local and toll-free phone numbers in 50+ countries. You can start with the $0 plan while being able to add unlimited team members and you can upgrade whenever based on the complexity of the phone system you need and your team size.

Customer Testimonial

"Freshcaller has made our organization more efficient thanks to features like Call transfer, IVR and call queues. The ability to access the system from anywhere has allowed us to perform better. Tasks that normally get done the next day are now dealt with swiftly, thereby minimising any possible delay. Call recording feature has been excellent for our quality training as we now know clearly in which areas we have to focus."

André Henke Marques,
Resort Manager
Northern Lights Village, Finland

Disclaimer: This document is provided for informational purposes only and should not be relied upon as legal advise or to determine how GDPR might apply to you and/or your organisation. We encourage you to obtain independent professional advice, before taking or refraining from any action on the basis of the information provided here.