

# OmniServe Compliance and Regulatory Policy Manual

## OmniServe Solutions Compliance and Regulatory Policy Manual

This manual details the regulations and compliance policies that OmniServe Solutions call center agents must follow to ensure that we meet legal and industry standards.

### 1. Data Privacy (GDPR)

Agents must not ask for more personal information than is necessary for the call. If the call involves payment or sensitive details, ensure that the information is requested through a secure channel.

### 2. Call Recording Notice

Every customer must be informed that their call may be recorded for training and quality purposes at the beginning of the call. Failure to do so can result in a compliance breach.

### 3. Handling Personal Data

Agents must ensure that all personal data collected during the call is handled with care, following internal protocols for data protection.

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