

Guidelines on Recording Meetings

Introduction and purpose

Remote and hybrid working has led to new ways of working and the use of new tools to carry out work and interact with colleagues. Due to the Covid-19 pandemic, nearly all staff have spent some time working from home and many will continue to do so more regularly in future due to Queen Mary's [digital workplace](#) vision and [hybrid working approach](#).

It is now common practice for staff to conduct meetings electronically rather than in person, most often using MS Teams and Zoom.

Remote conferencing tools such as these, offer the ability for participants to record the proceedings directly in the application, although also in theory via third party software on devices either being used for the meeting or others. Some staff make recordings of online meetings and calls and it is therefore important to have some rules about such activity.

The purpose of this document is to outline the expectations, etiquette and policy when meetings and calls may be recorded, primarily using the QMUL instances of Teams and Zoom. It is not intended to apply to recordings made for teaching or research purposes.

Principles

Recordings should not be made as a matter of course, rather by exception. There should be justification for recording, for example meeting length, complexity or because key attendees cannot be present for all or some of the meeting and to enable minutes to be produced. Recording may also be a potential reasonable adjustment in certain cases to aid accessibility.

Wherever possible, those attending meetings must be informed in advance of the intention to record the proceedings, for example in the meeting invitation. Any objections to recording must be considered by the meeting's Chair or organiser who will ultimately decide whether the recording is appropriate in light of any objection. This may take in to account whether the meeting can proceed and will be of value if the objector does not take part. At the meeting, prior to the commencement of recording, the Chair or organiser must also notify all attendees that recording will take place. It must be clear that recording is in progress throughout the meeting, for example so that attendees who were not present at the start will be aware that recording is taking place.

Covert recordings must not be taken and to do so will be considered a disciplinary offence. The recording must stop at the formal close of the meeting.

After the meeting, where necessary, it may be appropriate to make the recording available to attendees and give them an opportunity to express any concern on use, including distribution and retention.

Security, storage and retention

Care must be taken with the recording, which may contain personal data or other confidential or sensitive information. Participants sharing content or their screens must take care not to share information that is not related to the meeting or is otherwise inappropriate. Any device used for making or storing the recording files must comply with Queen Mary's policies. Files of recordings must be saved to Queen Mary systems, which includes MS365, and access restricted to only those who need this for performance of their duties. The default location where Teams recordings are saved is the OneDrive of the person who starts the recording.

The file should be classified and appropriate control measures applied to ensure its security, as per the [Information Classification Policy](#).

Recordings should not be retained for longer than necessary. This will depend largely on the purpose for making the recording. For example, once formal minutes have been written up and agreed, the recording should no longer be required and should be securely deleted. Generally, the vast majority of recordings will have a very short retention if written minutes are produced promptly: the minutes become the master/official record of the meeting, which are usually approved as true and accurate at the subsequent meeting.

You should be aware that once an item is deleted it takes 93 days for that file to be permanently removed from Microsoft's storage.

Information access requests and other data subject rights

Like other recorded information held by Queen Mary, information in recordings may be subject to access requests, particularly under data protection legislation and the Freedom of Information Act 2000, although there are exceptions and exemptions that can be considered, where necessary. Individuals may also attempt to exercise other rights, such as to object or to erasure, which may be burdensome to fulfil as it is not straightforward to redact audio/video. These are additional reasons to only record by exception and to minimise the retention period as far as possible.