

Checklist For Meeting FCA & GDPR in Financial Services Call Centres

Don't leave your transformation to chance. Use this pragmatic checklist to ensure your next architectural upgrade checks every regulatory box without compromising the customer journey.

Data Security & Privacy (GDPR)

- **[] Data Minimisation:** Are you only capturing the Personally Identifiable Information (PII) strictly necessary for the interaction?
- **[] Automated Redaction:** Does your system automatically scrub sensitive data from call transcripts, chat logs, and screen recordings?
- **[] Granular Access Control:** Is Role-Based Access Control (RBAC) enforced so agents only see the data required for the active ticket?

Payment Card Industry Security (PCI DSS)

- **[] DTMF Masking:** Are you utilising secure keypad payment technologies (like DTMF masking) to keep card data out of the contact centre environment entirely?
- **[] Clean Rooms:** Is your network segmented to isolate the cardholder data environment?
- **[] Secure Storage:** Are all call recordings securely encrypted with stringent key management protocols?

FCA Regulatory Adherence

- **[] Immutable Audit Trails:** Can you instantly generate tamper-proof logs of all customer interactions and financial advice given?
- **[] Vulnerable Customer Identification:** Does your CX platform flag potentially vulnerable customers to ensure fair treatment under the FCA's Consumer Duty guidelines?