

## RECORDING OF TELEPHONE CONVERSATIONS

### Purpose of Processing Your Personal Data

Both incoming and outgoing telephone calls may be recorded and transcribed in order to document the content of the conversation, including any advice provided or agreements made.

You will always be informed when the conversation is being recorded.

### Categories of Personal Data Processed

We record and process the personal data that is disclosed during the conversation, which may include:

- General personal data, such as contact details, financial information, employment details, family circumstances, and social conditions.
- Special category data, such as health-related information.

### Legal Basis

The processing of your general personal data is carried out on the basis of Article 6(1)(f) of the General Data Protection Regulation (GDPR).

The processing of special category data is based on Article 9(2)(f) of the GDPR.

### How long is the Personal Data stored for?

Recordings will be deleted after a period of one month.

Transcriptions of calls are retained as documentation, and are therefore deleted in accordance with our data retention procedures, under which membership data is generally deleted ten years after you cease to be a member of AkademikerPension.

### Your Rights

You have the right to object to the processing of your personal data. You also have the right to request access to your personal data, as well as a right to have your personal data deleted.

### Further Information

Further details regarding your rights and AkademikerPension's processing of your personal data can be found here: [personal-data-policy-final-june-2024.pdf](#)

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