



Voice Mail Policy

The Voice Mail facility is available to staff for the convenience of receiving messages when they are away from their desks. These messages should be considered as confidential and should not be accessed without the permission of the "owner" of the Voice Mail facility.

If a member of staff is absent, through illness or extended leave, and it is necessary to access their Voice Mail facility, or if messages of a former member of staff who has left need to be checked, permission must be given by the Head of Department. Form VM1 must be completed, signed by the Head of Department and forwarded to the Data Protection Officer. After the Data Protection Officer has approved the request she will forward it to the Telecommunication Office; they will then reset the password and the Departmental Administrator will be given access to the Voice Mail facility.

The Departmental Administrator should keep a log of their monitoring of the Voice Mail, which they must pass to the individual on their return.

On their return the individual should re-set their password.

When a member of staff leaves UCL, the Telecommunication Office should be asked to deactivate the Voice Mail facility for that extension number until a new person is appointed. Any messages remaining in the mail box will be deleted. Form VM2 should be completed and sent to the EFD Customer Services Centre Manager, or the Telecommunications Office.