

Compliant Call Recording

iReCall is a cloud-based call recording and telephone management service provided by Cipherwave, offering secure recording capture, storage, retrieval and auditing of business voice calls.

Business Benefits

Capability

- Encrypted at source
- Checksums for integrity
- Audit trails
- Role-based access
- Cloud storage & retention policies

Compliance Value

- Protects privacy & meets regulatory requirements
- Helps demonstrate recordings are unaltered
- Supports governance and audit evidence
- Enforces internal compliance and least privilege
- Supports records management obligations

Features

Compliance Assurance & Legal Alignment

Regulatory Conformance

iReCall call recordings **conform to the provisions of the Electronic Communications and Transactions (ECT) Act No. 25 of 2002** in South Africa. Supporting compliance with other business and industry standards such as **POPI, FICA, FAIS, SOX, PCI, NCA and CPA** when configured and used in line with local laws.

Why this matters: Demonstrating conformance to applicable statutes and regulations is essential for internal governance, regulatory reporting, data privacy and dispute resolution.

Security & Data Integrity

Encryption

Calls are **encrypted at source (before being uploaded)** to iReCall's secure cloud servers, protecting them from unauthorized access both in transit and at rest.

Checksums & Tamper Evidence

Decrypted recordings are tagged with **MD5 and SHA-256 checksums**, helping organisations demonstrate that recordings have not been altered post-capture — a key aspect of evidentiary integrity.

Audit Trails

Complete audit logs of actions (e.g., access, playback, sharing) are maintained, supporting internal investigations, compliance audits and governance reviews.

Features

Data Access, Control & Governance

Role-Based Access

Multi-level supervisor permissions allow tailored access control for individuals or departments, helping enforce least-privilege principles and internal compliance policies.

Cloud Storage & Retention

Recordings are stored securely in the cloud with **24/7 accessibility** and standard retention options (e.g., 5-year storage), with options to retain longer if required.

Operational & Legal Use Cases

Use in Legal or Regulatory Proceedings

Securely encrypted recordings with verifiable audit trails are more likely to be accepted as reliable evidence in legal disputes, regulatory reviews or compliance audits, *subject to applicable laws and consent requirements*.

Best Practices for Compliance

Notify callers that the call may be recorded (e.g., via automated message or agent announcement) — best practice even where not strictly required by law. Respect local consent laws (one-party vs all-party consent jurisdictions) when recording and sharing call recordings. (Local legal advice is recommended.)

ABOUT CIPHERWAVE

CipherWave is an established South African, Tier1, Internet Services Provider(ISP). We are a Verified B-BBEE Level 1 contributor. Our strong partnerships allow us to provide best-in-class, global, enterprise-grade technology-combined with our expertise, we deliver tailor-made, scalable, CONNECTIVITY, VOICE, CLOUD and SECURITY solutions, to fuel your business ambition. Our differentiator is the quality of our service, driven by our relentless focus on customer experience. We Own and Manage our network, cloud and voice infrastructure, which enables us to provide fast, reliable and efficient service and support to our customers.