

Privacy notice relating to the processing of personal data by Rhondda Cynon Taf County Borough Council for the purpose of Microsoft Teams Voice Profile and Speaker Recognition

(Version 1 – wef 01.07.2026)

Introduction

This privacy notice is intended to provide information about how Rhondda Cynon Taf County Borough Council (referred to as 'RCTCBC', 'Council', 'Local Authority', 'we') will use (or 'process') personal data in connection with Microsoft Teams Voice Profile and Speaker Recognition functionality.

The Data Controller

The Council is the data controller for personal data processed through the use of Microsoft Teams Voice Profile and Speaker Recognition functionality.

The Council is registered with the Information Commissioner's Office (ICO) as a controller under reference Z4870100.

Queries relating to this privacy notice

If you have any questions about how your personal data is used in connection with Microsoft Teams Voice Profile and Speaker Recognition functionality, please contact ICT & Digital Services in the first instance.

For general enquiries about this privacy notice or data protection matters, you can contact the Council's Information Management Team via email at Information.Management@rctcbc.gov.uk.

Who we are what we do

Microsoft Teams Voice Profile and Speaker Recognition is a functionality available within Microsoft Teams that allows users to voluntarily create a voice profile. Where enabled, this functionality helps identify who is speaking during meetings and can improve the accuracy of meeting transcripts, captions, recordings and related meeting outputs. Participation is optional and users can choose whether to create and use a voice profile.

Whose personal data we process

We may process personal data relating to Council staff, elected members and other authorised users of the Council's Microsoft 365 environment who choose to create and use a Microsoft Teams Voice Profile.

The categories of personal data we process

For individuals who choose to create a Microsoft Teams Voice Profile, we may process the following categories of personal data:

- Name
- Council email address and/or Microsoft 365 user account information
- Voice profile (voice signature) created within Microsoft Teams
- Audio data used to create and verify the voice profile
- Information contained within meeting transcripts, captions and recordings where Speaker Recognition functionality is used.

Why we process the personal data

We process personal data to provide Microsoft Teams Voice Profile and Speaker Recognition functionality. This may include:

- Creating and maintaining an individual's Voice Profile within Microsoft Teams.
- Identifying individuals when speaking during meetings where Speaker Recognition functionality is enabled.
- Improving the accuracy of meeting transcripts, captions and recordings.
- Supporting the effective use of Microsoft Teams and related meeting functionality.
- Allowing individuals to manage and use their Voice Profile within the Council's Microsoft 365 environment.

Our lawful basis for processing the personal data

Under the General Data Protection Regulation (GDPR), our lawful basis for processing personal data in connection with Microsoft Teams Voice Profile and Speaker Recognition is:

- Public Task – Article 6(1)(e) – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Council.

As Microsoft Teams Voice Profiles involve the processing of biometric data for the purpose of identifying individuals, the Council also relies upon:

- Substantial Public Interest – Article 9(2)(g).
- Statutory and Government Purposes under Schedule 1, Part 2, Paragraph 6 of the Data Protection Act 2018.

The processing supports the Council's statutory functions, including the administration of Council business, governance, decision-making and the effective management of meetings. Microsoft Teams Voice Profile and Speaker Recognition functionality helps improve the accuracy, accessibility and usability of meeting transcripts, captions, recordings and related meeting outputs.

Important: Whilst users must actively choose whether to create a Microsoft Teams Voice Profile, the Council is not relying on consent as its lawful basis for processing under UK GDPR. The user's choice relates to whether they wish to use the functionality.

Who or where we get the personal data from

We obtain personal data directly from individuals who choose to create a Microsoft Teams Voice Profile. Personal data is collected when a voice profile is created and when Speaker Recognition functionality is used during Microsoft Teams meetings.

Who we share personal data with

The Council does not routinely share personal data relating to Microsoft Teams Voice Profiles with other organisations. Voice profile data is used within the Council's Microsoft 365 environment to support Speaker Recognition functionality and is not shared with meeting participants or other third parties.

Data Processors

A data processor is a company or organisation that processes personal data on our behalf. Our data processors act only upon our instruction. They cannot do anything with the personal data unless we instruct them to do so. They will not share the personal data with any organisation apart from us or use it for their own purposes. They will hold it securely and retain it for the period we instruct.

The data processor we use for the purpose of Microsoft Teams Voice Profile and Speaker Recognition is:

- Microsoft

How long we retain the personal data

Voice Profile data is retained for as long as it is required to provide Microsoft Teams Voice Profile and Speaker Recognition functionality.

Individuals can delete their Voice Profile at any time through Microsoft Teams settings.

Where an individual's Council Microsoft 365 account is deleted, any associated Voice Profile data will also be deleted in accordance with the Council's account management processes.

Your data protection rights

The General Data Protection Regulation (GDPR) gives individuals important rights, including the right of access to the personal data that the Council holds about you.

Click [here](#) for further information on your information rights and how to exercise them.

Your right to make a data protection complaint to the Council

You have the right to complain to the Council if you believe your personal data has not been handled appropriately in connection with Microsoft Teams Voice Profile and Speaker Recognition functionality.

In the first instance, you should raise your concern with your line manager. If your concern cannot be resolved, or if you would prefer to do so, you may contact ICT & Digital Services.

Alternatively, you can contact the Council's Information Management Team via email at Information.Management@rctcbc.gov.uk.

You may also raise a formal complaint via the Council's Customer Feedback Scheme. Most concerns can be resolved quickly through informal discussion and we encourage individuals to raise concerns at the earliest opportunity.

Your right to make a data protection complaint to the ICO

You also have the right to complain to the ICO if you are unhappy with how we have used your data. However, we encourage you to contact us first and provide us with an opportunity to look into your concern and put things right.

The ICO can be contacted:

- Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- Helpline number: 0303 123 1113
- Website: <https://www.ico.org.uk>

Version Control

Version no	Valid From	Valid To	Comments
1.	01.07.2026		Initial creation of the privacy notice to support the introduction of Microsoft Teams Voice Profile and Speaker Recognition functionality.