**HMP & YOI Parc**

**Changes to phone calls from your loved one in prison from the 25th April 2022**

**What are the changes?**

From 25th April, calls made from your loved one in prison will begin with a prerecorded message which will give you the option to accept the call or not. The message will say:-

*“This call is from a person currently in a prison in England/Wales. All calls are logged and recorded and may be listened to by a member of Prison staff. If you do not wish to accept this call, please hang up now.*

*Mae’r awlad hon gan unigolyn sydd mewn carchar yng Nghmru/Lloegr ar hyn o bryd. Mae pob galwad yn cael ei chofnodi a’i recordio a gall aelod o staff y Carchar wrando arni. Os nad ydych chi’n dymuno derbyn yr alwad hon, rhowch y ffôn i lawr nawr”*

This message will then be repeated in Welsh and will last approximately 40 seconds. If you choose to continue with the call, it lets us know that you understand the call is being recorded and you are happy to continue.

**Why are these changes being introduced?**

HMPPS has a legal obligation to inform all parties of the recording of calls made from prisons.

**How much will it cost?**

There will be no cost incurred as a result of the message.

**Can consent be provided in another way?**

Unfortunately there is not an alternative way we can gather consent for a number of reasons:-

* The phone systems are not able to hold personal data.
* Getting written consent could delay authorising contact numbers on the system.
* We cannot guarantee that the person who answers the phone is the person who has originally provided their consent.

**What about someone who does not know their family member or friend is in prison?**

Unfortunately it is not possible to turn this message off for individual numbers. Other alternatives such as arranging for a parent/carer to answer the phone first or choosing to inform all contacts that the individual is in prison.

**Will the message be played in other languages?**

No. The pre-recorded message will only play in English and Welsh. However, we do have templates in various languages that can be sent out to you where requested.