

# The complete guide to recording consent

How to ask for permission and build a recording policy for your organisation.

Free resource



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# How to ask for permission and build a recording policy.

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# It's simpler than you think

Recording meetings has become a common practice in many workplaces. It's useful for keeping accurate records, capturing important details, and allowing participants to focus on the discussion rather than note-taking.

The best thing you can do is simply ask. That's it. Before you press record, ask if it's okay. Something as simple as:

“Is it okay if I record this meeting so I can keep accurate notes?”

Most people will say yes — especially when you explain the benefit to them. And if they'd prefer not to be recorded? No problem. You can offer to take notes instead.

Contented's built-in reminders will prompt you to ask for consent before each recording, so you'll never forget.

# How to use this guide

- Start with **Part 1** for 10 easy ways to ask for consent. Pick the approach that feels most natural to you.
- Grab templates from **Part 2** if you want to set expectations in advance through calendar invites, email signatures, or contracts. This makes the live ask even easier — people already know what to expect.
- Check out **Part 3** if you're building a formal recording policy for your organisation.

## A note on privacy laws

This guide is designed to be internationally applicable. Privacy laws vary by jurisdiction — please check your local regulations (such as GDPR in Europe, CCPA in California, Privacy Act in Australia/New Zealand, PIPEDA in Canada, or other applicable laws in your region) to ensure your recording practices comply with local requirements.

PART 1

# Ten ways to ask for consent

Asking for consent doesn't need to be awkward. Here are 10 easy approaches — pick the one that fits your style and situation.

## 01 Be upfront and honest

Clearly state your intention to record and explain why. This approach shows respect for others' consent and provides context for your request.

“Before we begin, I'd like to ask if you're okay with me recording this meeting. It helps me ensure that I don't miss any important details and allows me to focus on our conversation.”

## 02 Highlight the benefits

People are more likely to agree when they understand how recording can help them. Highlighting advantages like saving time and improving accuracy makes your request more appealing.

“Would it be alright to record this session? It will allow me to capture everything accurately, and I can share a full summary afterwards, so you won't have to take any notes.”

## 03 Address privacy concerns

Mention your tools — great for privacy-conscious clients — let them know you use trusted software.

“Is it okay if I record this using Contented? It's a local AI tool with strong privacy and security practices, and the recording stays in my control. I can share the summary with you afterwards.”

## 04 Present it as standard practice

Making recording seem routine can help it feel less intrusive, especially if they are familiar with your work and your brand.

“For our meetings, we typically record conversations to capture insights and action points more effectively. Are you okay with that?”

## 05 Offer alternatives

Giving people options shows respect for their boundaries and can make them more comfortable with the idea of recording.

“Is it okay if I record to ensure I don’t miss anything? If you’re uncomfortable with recording, I’m happy to take detailed notes instead.”

## 06 Relate it to the meeting’s purpose

Tying the recording to the specific outcome of the meeting provides context and relevance for why it’s important. This is a great way to build trust.

“I’d like to record this meeting so we can refer back to the details when implementing the next steps. Does that work for you?”

## 07 Make it collaborative

Making it a collaborative process reduces any feeling that recording is one-sided, and positions it as beneficial for both parties.

“Would you be okay if I record this discussion? That way, we can both have access to the transcript later for review, ensuring we’re aligned on everything discussed.”

## 08 Give them the option to opt-out

Offering flexibility throughout the conversation creates a sense of control for the other person, making them more likely to agree.

“Can I record this meeting? If at any point you’d like to stop the recording or prefer something to be off the record, just let me know.”

## 09 Highlight post-meeting value

If you're providing a service, there's a lot of value that can get lost within a meeting. Showing how the recording will directly benefit the person post-meeting makes the request more thoughtful.

"Is it okay to record this meeting? I'll use the recording to create a detailed summary with all the key takeaways, so you don't have to worry about remembering everything."

## 10 Address concerns proactively

Give someone a chance to consider if they have any concerns — you could do this in an email ahead of time. Being open to hearing concerns shows respect and professionalism.

"I'd like to record today's meeting to ensure I don't miss anything. If you have any concerns or prefer not to, that's completely fine."

### The golden rule

Always ask before you press record. Never assume it's okay to record without explicit permission, and always confirm before the conversation begins.

PART 2

# Ready-to-use templates

The secret to comfortable consent conversations? People already know what to expect. When recording consent is built into your standard communications, the live ask becomes simple.

Instead of surprising someone with a request, you're confirming something they've already seen in your calendar invite, contract, or email signature.

**Layer 1 — Detailed overview.** Written documentation that explains your recording practices in detail. This goes in contracts, onboarding materials, privacy policies, and terms of engagement. It covers the what, why, how, and how long.

**Layer 2 — Brief consent script.** A short, friendly ask at the start of each meeting. Because you've already set expectations, this becomes a quick confirmation rather than a lengthy explanation (part 1).

## Email signature

### OPTION 1 — SIMPLE

I record meetings to ensure accurate notes and follow-up. Let me know if you have any questions.

### OPTION 2 — WITH BENEFIT

I use Contented to capture our meetings accurately — so I can focus on you, not my notes. Happy to share a summary afterwards.

### OPTION 3 — FORMAL

Please note: Our meetings may be recorded for accuracy and quality purposes. Recordings are stored securely and used only for internal reference. If you have any concerns, please let me know.

## Calendar invite

### OPTION 1 — BRIEF

Note: This meeting may be recorded so I can capture accurate notes and action items. I'll confirm with you at the start of the call. Let me know if you have any questions.

### OPTION 2 — DETAILED

#### Meeting recording notice

To help me focus on our conversation (rather than note-taking), I may record this meeting. The recording will be:

- Stored securely in our systems
- Used only for notes and follow-up on this topic
- Available to you on request

I'll confirm you're comfortable before recording. If you'd prefer I don't record, just let me know — happy to accommodate.

### OPTION 3 — TEAM / RECURRING MEETINGS

As part of our standard practice, team meetings are recorded to capture decisions and action items accurately. Recordings are accessible to all attendees. If you have any concerns, please speak with [name/manager].

## New client contract or engagement letter

### STANDARD CLAUSE

#### Meeting recordings

We may record meetings, calls, and conversations related to this engagement for the purpose of maintaining accurate records and ensuring quality of service. Recordings and transcripts are stored securely, accessible only to relevant team members, and retained in accordance with our data retention policy.

We will notify you before recording and obtain your consent. You may request access to any recordings or transcripts involving you. If you prefer meetings not be recorded, please let us know and we will accommodate your preference.

### SHORT-FORM CLAUSE

We may record client meetings to ensure accuracy and quality. Recordings are stored securely and used only for service delivery. We will always ask for your consent before recording.

## Proposal or statement of work

Add to your “How we work” or “Our process” section:

### ACCURATE RECORDS

We record client meetings to capture your requirements accurately and ensure nothing gets lost. This means we can focus fully on your needs during our conversations, and provide you with clear summaries and action items afterwards. All recordings are stored securely, used only for this engagement, and available to you on request.

## Website privacy policy

### Meeting and call recordings

We may record video calls, phone calls, and in-person meetings with your consent for the purposes of:

- Maintaining accurate records of discussions and decisions
- Ensuring quality of service
- Training and internal improvement

Before recording, we will inform you and obtain your consent. Recordings are stored securely using industry-standard encryption, accessible only to authorised personnel, and retained for [X months/years] unless otherwise required by law. You may request access to, or deletion of, recordings involving you by contacting [email address].

## Employee onboarding pack

### Meeting recording policy

As part of our commitment to accurate record-keeping and continuous improvement, some internal meetings may be recorded. This helps us:

- Capture decisions and action items accurately
- Allow team members to catch up on meetings they missed
- Maintain a record for future reference

#### What you need to know:

- You will always be informed when a meeting is being recorded
- Recordings are stored securely and accessible to attendees
- You may request that recording be paused for sensitive discussions
- If you have concerns about recording, please speak with your manager

When recording meetings with external parties (clients, candidates, partners), always obtain explicit consent before starting the recording.

## Interview scheduling email

Hi [Name],

Thanks for making time to speak with us. A few quick details for our call:

**Date/time:** [details]

**Video link:** [link]

**Recording notice:** We may record this interview to ensure accurate evaluation and note-taking. The recording will only be accessible to the hiring team and will be deleted after the hiring process is complete. I'll confirm you're comfortable with this at the start of our call — if you'd prefer not to be recorded, just let me know.

Looking forward to speaking with you.

## Webinar or event registration

### REGISTRATION PAGE

This session will be recorded. By registering, you consent to being recorded. The recording may be used for [replay access / internal training / marketing purposes]. If you do not wish to appear on camera or audio, you may disable your video and mute your microphone during the session.

### PRE-EVENT EMAIL

A reminder that tomorrow's session will be recorded and may be shared with registrants who couldn't attend live. If you have any questions about how the recording will be used, please reply to this email.

PART 3

# Building a recording policy

For organisations, a clear recording policy helps everyone understand expectations and ensures consistency across your team.

This section is for organisations that want to create formal recording policies. See the appendix of this guide for a recording policy template.

## Scope

This policy should apply to all employees, contractors, and representatives who record internal or external meetings, calls, interviews, or any dialogue between two or more persons on behalf of the organisation (not for purely personal use).

## Core principle

For any recording, people must be told that a recording is happening and why, before or at the time of collection. Recording secretly, or in a way that is misleading or feels unfair, may breach privacy laws and obligations of good faith in employment relationships.

## What your policy should cover

Under most privacy frameworks, your organisation must explain key points about the recording in a clear, accessible way. It should cover:

1. **Purpose:** Why the recording is being made (e.g., accurate records, better client experience)
2. **What is collected:** Audio, video, transcript, etc.
3. **Where it is stored:** That audio and transcripts are stored in your systems (e.g., secure cloud storage, HR system)
4. **Who can access it:** Whether it's for personal use, team use, specific roles, etc.
5. **Retention period:** How long it is kept and what happens at the end of that period (e.g., secure deletion or archival)
6. **Access and correction rights:** That individuals can request access to recordings and transcripts, and request corrections

## Recommended approaches by meeting type

SITUATION	RECOMMENDED APPROACH	KEY POINTS
<b>Internal 1:1 or HR meetings</b>	Confirm in writing before, and ask explicitly at the start	Recording is optional; employees can object without disadvantage. Provide copy of transcript and summary to all attendees.
<b>Routine team meetings</b>	Include policy in employee onboarding plus a brief reminder at the start or in invite	Clarify what is captured, who can access, retention period. Provide copy to team members.
<b>External clients, customers or candidates</b>	Include recording note in invites and restate at the start of the call	Provide copy of recording or transcript on request.

## Compulsory sharing (optional)

Consider a clear internal rule: if someone records a team meeting on behalf of the organisation, they must share access with everyone who attended, or provide the recording/transcript on request, unless there is a specific legal reason not to.

## Responsibilities

Your organisation — not your recording software provider — is responsible for meeting privacy obligations for how recordings are used as part of employment and HR processes. Software providers can assist with features such as audio download, transcripts, and change logs, but your organisation must decide where and how to store employee-related recordings in your own environment.

PART 4

# Quick reference

A one-page recap to keep on hand — the checklist, the key principles, and where to look for your local privacy framework.

## Before recording: checklist

- Have I asked for consent?

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- Have I explained why I'm recording?

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- Do participants know they can ask me to pause?

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- Will I share the recording or summary afterwards?

## Key principles

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Ask first	Always get consent before recording.
Explain why	People are more likely to agree when they understand the benefit.
Offer control	Let people know they can pause or opt out.
Share back	Provide recordings or summaries to participants.
Store securely	Keep recordings safe and define how long you'll keep them.

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## Regional privacy frameworks

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European Union	GDPR
United States	Varies by state (CCPA in California)
United Kingdom	UK GDPR & Data Protection Act 2018
Canada	PIPEDA
Australia	Privacy Act 1988
New Zealand	Privacy Act 2020

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Always check your local requirements or consult a legal advisor.

A CLOSING THOUGHT

# Thank you.

Recording consent really is simple: just ask.

When you're upfront about why you're recording and what happens to the recording, most people are happy to say yes. And for those who'd prefer not to be recorded? That's okay too — you can always take notes instead.

A thoughtful approach to consent builds trust with colleagues, clients, and partners. It shows you respect their privacy while capturing valuable insights from every conversation.

This guide is provided for informational purposes only and does not constitute legal advice. Please consult with a qualified legal professional for advice specific to your situation and jurisdiction.

APPENDIX

# Recording policy template

Copy and customise this template for your organisation.  
Replace everything in [brackets] with your details. Have it reviewed by your legal or privacy advisor before finalising.

# [Organisation name] recording policy

Effective date: [Date]      Last updated: [Date]

## 01 Purpose

This policy explains how [Organisation name] records meetings and conversations, how we obtain and manage consent, and how recordings are stored, accessed, and retained.

**Why we record meetings** (select all that apply or add your own):

- Maintain accurate records of discussions and decisions
- Capture action items and follow-ups
- Allow team members to catch up on meetings they missed
- Ensure quality of service
- Share insights across departments and teams
- Support training and professional development
- Create a searchable knowledge base of conversations
- Reduce reliance on manual note-taking
- Provide clients with accurate summaries and documentation
- Meet compliance or regulatory requirements
- Other: \_\_\_\_\_
- Other: \_\_\_\_\_

## 02 Scope

This policy applies to:

- All employees
- Contractors
- Representatives acting on behalf of [Organisation name]

It covers recordings of:

- Internal meetings (team meetings, 1:1s, HR discussions)
- External meetings (clients, customers, partners)
- Interviews (candidates, research participants)
- Webinars and events
- Phone calls
- [Other: \_\_\_\_\_]

This policy does not apply to recordings made for purely personal use outside of work.

## 03 Recording tools

We use the following tool to record meetings, no other tool can be used unless checked by [insert name]:

- **Primary recording tool:** Contented
- **Storage location:** Contented's Cloud Storage, Sharepoint
- **Data residency:** Recordings are stored in Sydney, Australia

## 04 Consent requirements

**Core principle:** We always inform people that a recording is happening and why, before or at the time of recording. We never record secretly.

Examples of best-practice in obtaining consent:

MEETING TYPE	HOW WE ASK	WHEN WE ASK
Internal team meetings	[e.g., Reminder in calendar invite + verbal confirmation]	[e.g., At start of meeting]
1:1 or HR meetings	[e.g., Written notice in invite + explicit verbal consent]	[e.g., Before meeting begins]
Client/customer meetings	[e.g., Note in calendar invite + verbal confirmation]	[e.g., At start of call]
Interviews	[e.g., Written notice in scheduling email + verbal confirmation]	[e.g., At start of interview]
Webinars / events	[e.g., Notice on registration page]	[e.g., At registration]

### Standard consent script:

“[Insert your preferred script, e.g., Hi, is it okay if I record this meeting so I can keep accurate notes and follow up on actions?]”

**If someone declines:** [Describe your approach, e.g., We will not record and will take written notes instead. Declining to be recorded will not disadvantage anyone.]

## 05 What we record

TYPE	COLLECTED?
Audio	<input type="checkbox"/> Yes <input type="checkbox"/> No
Video	<input type="checkbox"/> Yes <input type="checkbox"/> No
Transcript	<input type="checkbox"/> Yes <input type="checkbox"/> No
AI-generated summary	<input type="checkbox"/> Yes <input type="checkbox"/> No
AI-generated documentation (Contented outputs)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Screen share content	<input type="checkbox"/> Yes <input type="checkbox"/> No
Chat / messages	<input type="checkbox"/> Yes <input type="checkbox"/> No

## 06 Access and sharing

Who can access recordings in [recording software]:

ROLE	ACCESS LEVEL
Meeting host / recorder	<input type="checkbox"/> Full access
Meeting attendees	<input type="checkbox"/> Full <input type="checkbox"/> On request <input type="checkbox"/> None
Team members	<input type="checkbox"/> Full <input type="checkbox"/> On request <input type="checkbox"/> None
Managers	<input type="checkbox"/> Full <input type="checkbox"/> On request <input type="checkbox"/> None
HR	<input type="checkbox"/> Full <input type="checkbox"/> On request <input type="checkbox"/> None
[Other: _____]	<input type="checkbox"/> Full <input type="checkbox"/> On request <input type="checkbox"/> None

## 07 Storage and security

**Where recordings are stored:** [e.g., Contented secure cloud, company SharePoint, etc.]

**Security measures:**

- Encryption at rest
- Encryption in transit
- Audit logging
- No AI data training
- [Other: \_\_\_\_\_]

**Who is responsible for security:** [e.g., IT department, recording owner, etc.]

## 08 Retention and deletion

**How long we keep recordings:**

RECORDING TYPE	RETENTION PERIOD
Internal team meetings	[e.g., 12 months]
Client meetings	[e.g., Duration of engagement + 12 months]
HR / performance meetings	[e.g., Duration of employment + 24 months]
Interviews	[e.g., 6 months after hiring decision]
Webinars / events	[e.g., 24 months]

**What happens after the retention period:**

- Automatic deletion
- Manual review and deletion
- Archival to long-term storage
- [Other: \_\_\_\_\_]

**Early deletion requests:** [Describe process, e.g., Individuals may request deletion of recordings involving them by contacting \_\_\_\_\_.]

## 09 Individual rights

People who have been recorded have the right to:

- Be informed that recording is taking place
- Decline to be recorded
- Request access to recordings involving them
- Request a copy of transcripts or summaries
- Request correction of inaccurate transcripts
- Request deletion of recordings involving them
- [Other: \_\_\_\_\_]

**How to make a request:** [e.g., Contact \_\_\_\_\_ or email \_\_\_\_\_]

**Response timeframe:** [e.g., We will respond to requests within 20 working days]

## 10 Responsibilities

ROLE	RESPONSIBILITIES
Person recording	Obtain consent before recording; explain purpose; share recordings as per policy; store securely.
Team managers	Ensure team members understand and follow this policy.
IT / security	Maintain secure storage; manage access controls; support deletion requests.
HR	Ensure policy is included in onboarding; handle employee-related recording concerns.
[Other: _____]	[_____]

## 11 Compliance

This policy is designed to comply with:

- [Country/Region] Privacy Act / Data Protection Law
- GDPR (if applicable)
- Employment law obligations
- Industry-specific regulations: [\_\_\_\_\_]

**Policy owner:**  
[Name/Role]

**Review frequency:**  
[e.g., Annually]

**Next review date:**  
[Date]

## 12 Questions and concerns

If you have questions about this policy or concerns about a recording, please contact:  
[Insert email]

### Acknowledgement (for employee onboarding)

*Optional: Include this section if you want employees to acknowledge they've read the policy.*

I have read and understood [Organisation name]’s recording policy. I understand how meetings may be recorded, how recordings are stored and shared, and my rights regarding recordings.

Name \_\_\_\_\_  
Signature \_\_\_\_\_  
Date \_\_\_\_\_

This template is provided for informational purposes only and does not constitute legal advice. Please have your policy reviewed by a qualified legal or privacy professional before implementation.