

Wood Mackenzie Call Recording Notice

Last Updated: 4 August 2026.

This Call Recording Notice applies to telephone calls and online meetings (including web conferences) in which Wood Mackenzie participates and references this Notice. It explains how we collect, use, share, and protect personal data captured in call recordings, meeting transcriptions and related interaction data.

This Notice should be read together with our main Privacy Notice, available at: <https://www.woodmac.com/privacy-policy/>

1. Who Are We

Wood Mackenzie is a global insight business for renewables, energy and natural resources. To learn more about Wood Mackenzie, see [About us.](#)

For more details of our locations visit; [Our Locations](#)

2. How we Obtain Personal Data

We collect personal data as described in our [Online Privacy Notice](#).

Where you are an external participant (for example, a client, prospective client or other third party), we rely on your consent as our legal basis for recording and transcribing calls and online meetings, and for generating transcripts, summaries and business-related insights from the recording.

We will notify you in advance when we would like to record a call or meeting. If you join a recorded call or online meeting, we collect personal data as follows:

- **Online Meeting:** if you provide your consent to the recording or transcription, or
- **Phone Calls:** if you agree to continue the phone call after being notified that it will be recorded.

3. Purpose of Recording Calls and Meetings

Subject to consent, we record calls and online meetings for purposes consistent with Wood Mackenzie's business operations, including:

- **Quality assurance and training:** helping us improve customer service, internal training, coaching and sales performance.
- **Sales and marketing optimisation:** analysing interactions to better identify and understand customer needs and improve our sales and marketing efforts.
- **Operational, research, and product development purposes** – improving our products, services, and business operations.
- **Responding to your requests** – such as answering questions, providing event or product updates, handling follow ups, or responding to enquiries.

- **Legal and compliance purposes** – preventing fraud, managing disputes, enforcing our rights, and complying with applicable laws
- **Automated tools:** When recording is enabled, we use automated conversation analysis tools to generate transcripts, summaries, and business focussed insights. The tool identifies key themes discussed during calls such as customer needs, follow up actions for the purposes listed above.

As a business-to-business organisation, any insights generated from recorded calls focus solely on understanding and improving our business interactions — for example, enhancing quality assurance, training and coaching, and strengthening our products and services. These insights relate to the substance of business discussions.

4. Information We Record or Collect.

Call recording tools collect information including:

- **Audio and video**, your voice, your image if you chose to enable your camera
- **Your name, role, contact details** or other information displayed in meeting tools
- **Any information you choose to share** during the conversation
- **Meeting and call metadata**, meeting title, participants, date and time
- **Transcripts, summaries and insight metrics** generated from automated tools

When recording is enabled, we capture interaction information generated through our communication tools, such as transcripts, keywords, and conversation metrics, to support the purposes described below

Where relevant, we combine the recording data with information already held by Wood Mackenzie, for example, information maintained in our customer relationship management systems, for the purposes outlined above.

5. How We Share Call Recordings

We may share personal data from call recordings with:

- **Wood Mackenzie affiliates** where required for business operations
- **Service providers** who support our call recording, transcription, analytics, and collaboration tools
- **Professional advisers** e.g., legal, compliance where necessary
- **Other parties** when required by law, regulation, or to protect our legal rights.

6. Consequences of not agreeing to call recording

If you prefer not to be recorded, we will not record the call and will instead take manual notes of any agreed actions and follow-ups.

7. Your Choices and Rights

We will notify you in advance when we would like to record a call or meeting.

It is your choice whether you wish to be recorded. If you do not wish to be recorded:

- Please inform your WM meeting host before the call begins; or
- Select the platform option such as 'join without being recorded'

If a recording has already begun and you withdraw your consent, we will stop the recording and delete any portion involving you as soon as reasonably practicable, unless retention is required by law.

If you decide after a call that you do not want the recording to be used anymore, please contact the Wood Mackenzie call host or contact Privacy at privacy@woodmac.com.

For full details of your rights, please see our [Privacy Policy](#).

8. How Long We Keep Information

We will keep the audio-visual recording and associated data for a period of 3 years. Thereafter, we will delete the data.

9. International Data Transfers

Wood Mackenzie is a multinational organisation that manages its group entities through uniformed IT systems. Wood Mackenzie has offices in various locations. For details of our office locations, see here: www.woodmac.com/about/our-locations/

We may transfer the personal data that we collect about you to recipients in countries other than the country in which the personal data originally was collected. Those countries may not have the same data protection laws as the country in which you initially provided the personal data. When we transfer your personal data to recipients in other countries (such as the U.S.), we will protect that personal data as described in this Notice.

Where personal data is transferred outside the UK, EEA or Saudi Arabia, we rely on appropriate safeguards in accordance with applicable data-protection laws.

Our service providers have provided assurances regarding the security of the data processed in their environments. We implement contractual safeguards and technical and organisational measures to protect personal data.

10. Protection of your data

We maintain appropriate technical and organizational measures designed to protect your personal data against loss or accidental, unlawful or unauthorised, alteration, access, disclosure or use.

We may engage service providers that hold recognised information security certifications, such as ISO 27001, or equivalent independent security attestations. Certification status may change over time and should not be interpreted as a guarantee of security. We conduct risk-based assessments of our vendors and require appropriate contractual and technical safeguards to protect personal data.

11. Contact



If you have questions or concerns regarding this Policy or Wood Mackenzie's use of personal data, please contact privacy@woodmac.com.

Certain Wood Mackenzie affiliates and subsidiaries have a Data Protection Officer. If your personal data was provided to or collected by Vesseltracker, contact with Vesseltracker's Data Protection Officer can be initiated info@vesseltracker.com (CC Privacy@woodmac.com)

Please reference this Call Recording Notice and provide us the name of the call host, the date and time of the call and the meeting title to help us identify the recording.

For our full privacy notice, please visit: [Privacy policy | Wood Mackenzie](#)