> 需泰国律师审阅后正式启用 / Admin-only: requires review by a Thai lawyer before official activation

Call Recording Notice Scripts

Version 1.1.0 — Effective 1 December 2026
Operator: [บริษัท สยามวอยซ์ เอไอ จำกัด / Siam Voice AI Co., Ltd.] (brand: Nexora AI Call), referred to as the "Platform" or "we".

1. Purpose and scope

1.1 This document sets out the spoken notice and consent scripts (SHORT and LONG variants) that a Nexora AI Call AI phone assistant must deliver to the other party **before any recording starts**, on outbound calls, inbound calls, Chinese–Thai translation bridge calls and calls made on behalf of a business. It also sets the rules for handling a "yes", "no", silence, or a request to stop recording in the middle of a call.

1.2 It is based on the general principles of the Personal Data Protection Act B.E. 2562 (2019) ("PDPA") (including section 19 on obtaining consent before or at the time of collection and on withdrawal of consent, and section 23 on notifying purposes, retention periods and rights at collection), the Electronic Transactions Act B.E. 2544 (2001) and the Computer Crime Act B.E. 2550 (2007). Tenants may not remove, or shorten below the SHORT variant, any script element.

1.3 The scripts are provided in Chinese, Thai and English. The AI must speak in the language the other party is using; if unsure, it speaks Thai first and then repeats in the language the party answers in.

2. Core principles

1. **Disclose AI first, then recording.** The first sentence of every call states that the caller is an AI. This cannot be disabled (see "AI Disclosure Call Openings"). The recording notice follows immediately.
2. **No consent, no recording.** Until the other party clearly consents, the Platform stores no call audio. Silence, ambiguity or failure to understand counts as "no consent".
3. **Declining does not end the call.** If recording is declined, the call continues where possible, unrecorded (Section 7).
4. **Stop at any time.** The other party may ask to stop recording at any moment; the AI must stop immediately (Section 6).
5. **Evidence trail.** Each notice, answer and start/stop time is written to the call record (consent_event) and the audit log.
6. **Data minimisation.** Recordings are kept 90 days by default (configurable per tenant); transcripts 1 year; then automatically deleted, as described in the Privacy Policy.
7. **No pressure.** The AI must not say that the call cannot continue without recording, except for the special evidentiary matters in Section 7.4, where the AI may only offer an alternative channel, never insist.

3. Variables

Variable	Meaning
{user_name}	Name by which the platform user (who delegated the call) is referred to
{business_name}	Business name (calls on behalf of a business)
{retention_days}	Recording retention in days, default 90
{privacy_url}	Short link to the Privacy Policy
{callback_number}	Support or tenant call-back number

4. Scripts for the four scenarios

Each scenario has a SHORT variant (the default; about 15 seconds when spoken) and a LONG variant (used if the other party asks questions or wants detail, or the tenant sets "detailed notice"). The texts below are the English scripts for English-language calls.

4.1 Scenario A: outbound call made by the AI for the user's own personal matter

SHORT

> Hello, I'm an AI assistant calling on behalf of {user_name}. To keep an accurate note of the key points, this call needs to be recorded. Do you agree to the recording? Please simply say "I agree" or "I do not agree".

LONG

> Hello, I'm an AI assistant, not a human, calling on behalf of {user_name}. To keep an accurate record of this conversation we would like to record this call. The recording will be processed by the Nexora AI Call platform and its contractually bound cloud and speech-technology providers, solely to give {user_name} a call record and summary and, where needed, to handle complaints or disputes. It is kept for {retention_days} days by default and then deleted automatically, and it is never used to train artificial intelligence. You may ask us to stop recording at any time, and if you do not agree the call can still go on as normal. Do you agree to this call being recorded? Please say "I agree" or "I do not agree".

4.2 Scenario B: inbound call answered by the AI (for the user or for a business)

SHORT

> Hello, this is the AI answering assistant for {user_name} (business: this is the AI answering assistant for {business_name}). This call needs to be recorded so we can note your message and request. Do you agree? Please say "I agree" or "I do not agree".

LONG

> Hello, this is the AI answering assistant for {user_name}; I am not a human. (Business: Hello, this is the AI answering assistant for {business_name}; I am not a human.) To note your message, booking or request accurately, we would like to record this call. The recording is processed by the Nexora AI Call platform and its contractually bound providers, kept for {retention_days} days by default, and used only to handle your matter, for quality checks, and to handle complaints or disputes. It is never used to train artificial intelligence. You can say "stop recording" at any time, and declining will not affect how we help you. Do you agree to the recording? Please say "I agree" or "I do not agree".

4.3 Scenario C: Chinese–Thai translation bridge call

A translation call has two parties (the initiating user and the counterparty). **Each** party must be told and must consent separately. If either party does not consent, the whole call is not recorded. The AI first addresses the initiating party in their language, then the other party in theirs, and starts recording only once both have consented.

SHORT

> Hello, I'm an AI translation assistant. I will translate between Chinese and Thai in real time between you and the other party. This call needs to be recorded to keep a translation record, and it will be recorded only if both parties agree. Do you agree? Please say "I agree" or "I do not agree".

LONG (to each party in their own language)

> Hello, I'm an artificial-intelligence translation assistant, not a human. I will translate what you and the other party say between Chinese and Thai in real time. Translations may contain errors, so please double-check anything important. To keep a translation record, we would like to record and transcribe this call. We record only if both parties agree; if either party does not agree we will not record, but I can keep translating. The recording is processed by the Nexora AI Call platform and its contractually bound cloud, speech-recognition and translation providers; audio is kept for {retention_days} days and the transcript for 1 year by default, and neither is used to train artificial intelligence. You can say "stop recording" at any time. Do you agree to the recording? Please say "I agree" or "I do not agree".

4.4 Scenario D: outbound call made by the AI on behalf of a business

The AI must state that it is an AI and name the business it is calling for.

SHORT

> Hello, I'm an AI assistant calling on behalf of {business_name}. This call needs to be recorded to keep a record of our contact. Do you agree? Please say "I agree" or "I do not agree".

LONG

> Hello, I'm an AI assistant, not a human, calling on behalf of {business_name}. To keep a record of our contact, maintain service quality and handle any complaint that may arise, we would like to record this

> call. The recording is processed by {business_name} and the Nexora AI Call platform with its contractually bound providers, kept for {retention_days} days by default, and never used to train artificial intelligence. You have the right to decline the recording, or to say "stop recording" at any time; declining does not stop the call. For more information see {privacy_url} or contact {callback_number}. Do you agree to the recording? Please say "I agree" or "I do not agree".

5. Capturing consent and classifying answers

5.1 Answer categories

Category	English examples	Thai examples	Chinese examples
Clear consent	yes, I agree, okay, sure, go ahead, no problem	ยินยอม ได้ โอเค ตกลง	同意、可以、好的
Clear refusal	no, I don't agree, don't record, I do not consent	ไม่ยินยอม ไม่ได้ ไม่ต้องบันทึก	不同意、不要录、别录
Stop request (mid-call)	stop recording, turn off the recording	หยุดบันทึกเสียง เลิกอัด	别录了、停止录音
Question / ambiguous	what?, why?, who is this?, hmm	อะไรนะ ทำไม ใครคะ อืม	什么?为什么?
Conditional	okay but don't store my name	ได้ แต่ไม่ต้องเก็บชื่อ	可以但别存姓名
Silence	no answer for more than 4 seconds	เงียบเกิน 4 วินาที	超过 4 秒无回应

5.2 Handling rules

1. **Clear consent.** The AI says "Thank you, I'm starting the recording now", begins recording, and logs a consent_event (consent, timestamp, script version, language).
2. **Clear refusal.** The AI says "Understood, we won't record, and the call can continue as normal", does not record, and logs a consent_event (refusal).
3. **Question / ambiguous.** The AI explains once, using the relevant part of the LONG script in brief, then asks again. A second ambiguous answer is treated as refusal.
4. **Conditional consent.** The Platform cannot record on conditions, so this counts as refusal, and the AI says: "Sorry, we can't record on that condition at the moment, so we won't record this call; we can still continue as normal."
5. **Silence.** After 4 seconds the AI repeats once: "Do you agree to the recording? Please say I agree or I do not agree." A further 4 seconds of silence counts as refusal; no recording, and the call continues (or is handled under Section 7).
6. **The other party starts talking about something else.** Treated as no consent yet. The AI responds to what was said, without recording, and may ask once more at a suitable moment, but only once.
7. **Several people on the line / speakerphone.** If the AI detects a third voice it says "Please confirm that everyone on the call knows about and agrees to the recording." If this cannot be confirmed, no recording.
8. **Apparent minor.** No recording; handled under the Platform's children's data rules.
9. **Consent then change of mind.** Handled under Section 6.

6. "Stop recording" in the middle of a call

6.1 If the other party says "stop recording", "别录了", "หยุดบันทึกเสียง" or an equivalent at any time, the AI must stop recording **immediately** and say:

> Understood, recording has stopped, and nothing from now on will be saved. The call continues as normal.

6.2 The AI must not retain, persuade, question or delay the stop, and must not change its manner of service.

6.3 The part recorded before the stop is kept for the normal retention period. If the party expressly asks for deletion, the AI says "I've noted your deletion request and we will deal with it within 30 days", and the system opens a data-subject request ticket (data-subject rights under PDPA ss.30–36).

6.4 After the stop, no transcript of the rest of the call is stored; only technical records needed for billing and legal compliance (time, duration, number, outcome) are kept.

6.5 The system logs a "recording stopped" event (time and triggering phrase).

7. What happens if the party declines recording

7.1 **Principle.** If recording is declined, the call continues where possible, simply without saving audio.

7.2 Even if recording is declined, the AI must still process speech in real time so the call can work (speech recognition, translation, generating replies). That is not "saving a recording" and is disclosed in the Privacy Policy. For a declined call we keep no audio file and no full transcript; we keep only summary points needed to carry out what the user asked (for example an appointment time or a message to pass on) and the technical records needed for billing, fraud prevention and legal compliance.

7.3 If the party objects even to real-time processing (for example "I don't want to talk to a machine"), the AI must politely end the call or handle it under the human-transfer rules (see "AI Disclosure Call Openings", section 6).

7.4 **Special evidentiary matters.** For certain matters (for example confirming a cancellation or an order) where the tenant has a legal or contractual need for evidence, after a refusal the AI may say:

> That's fine, we don't have to record. If this needs written confirmation, we can send a short text message or confirm through another channel instead.

The AI must not insist, must not refuse service, and must not ask about recording again.

7.5 No negative label may be attached to a party because they declined recording.

8. Voicemail variant

If an outbound call reaches voicemail, the AI records nothing other than the message it leaves itself. That message is one-way audio sent out by the AI, so the notice takes the form of an information statement.

SHORT

> Hello, this is a message from an AI assistant on behalf of {user_name} (business: {business_name}). Please call back on {callback_number}. A copy of this message is kept for {retention_days} days. If you do not want calls like this again, please call back and tell us.

LONG

> Hello, I'm an AI assistant, not a human, leaving a message on behalf of {user_name} (business: {business_name}): (message body). Please call back on {callback_number}. This message is archived by the Nexora AI Call platform for {retention_days} days as a record that we contacted you. If you don't want to be called again, please call back or reply to our text with "STOP", and we will add your number to our do-not-contact list immediately. More information is at {privacy_url}.

Caution: voicemail messages must never contain sensitive data such as bank account numbers, one-time passwords or ID numbers.

9. SMS pre-notice text (sent before a call or after a voicemail)

Sent where the other party may be unable to take a call, or where the tenant enables "SMS pre-notice". The SMS must state the sender, the fact that an AI will call and that recording is consent-based, and how to decline.

English

> [{business_name}] Our AI assistant will call you. We only record with your consent. Reply STOP to opt out. Details: {privacy_url}

Thai

> [{business_name}] เราจะโทรหาคุณผ่านผู้ช่วย AI การบันทึกเสียงจะทำเมื่อคุณยินยอมเท่านั้น หากไม่ต้องการ ตอบ "ยกเลิก" รายละเอียด {privacy_url}

Chinese

> 【{business_name}】我们将通过 AI 助手致电您,通话需经您同意方会录音。不愿接听或不同意录音,请回复"退订"。详情:{privacy_url}

Note: Thai and Chinese SMS use Unicode encoding, about 70 characters per segment; longer messages are billed as multiple segments (see the Refund and Billing Policy). A pre-notice SMS must contain no marketing content; if it is also marketing in nature, the Marketing Consent and Opt-out rules apply.

10. Text-to-speech (TTS) pacing and delivery notes

1. Notices and the consent question are spoken at **0.9x of normal speed**, never accelerated. Numbers, URLs and phone numbers are read digit by digit with 200 ms between digits.
2. Pause **600 ms** after the AI-disclosure sentence and **400 ms** after the recording-notice sentence; start the answer timer when the consent question ends.
3. Answer window: **4 seconds**; on silence repeat once; then wait another **4 seconds**.
4. Barge-in is allowed, but **the consent question must never be skipped**: if interrupted, the AI responds to what was said and then repeats the full consent question once.
5. Thai uses natural tones, not a robotic delivery; "ยินยอม" and "ไม่ยินยอม" are articulated clearly and distinctly. Chinese uses standard Putonghua and avoids hard-to-hear words.
6. English is spoken clearly at a moderate pace (about 140 words per minute).
7. Constant volume; no background music during a notice.
8. If line quality is poor (recognition confidence below threshold) the AI may slow down and simplify sentences, but never omit the notice.
9. Any change to a script in one language must be made in all three languages and re-reviewed by a lawyer; the version number is written to the consent_event.

11. Records and audit

Each notice records at least: call ID, scenario, script version (this document's version number), SHORT or LONG, language, time of notice, answer category, time of consent/refusal/stop, recording start/end time, and a transcript of the answering utterance only. Retention equals call-record retention; the audit-log hash chain is kept 5 years.

12. Tenant obligations

A tenant using the Platform to call on behalf of a business must (a) not disable or alter any required element of these scripts; (b) if it wants sector-specific additions (for example finance, healthcare), only add to, never subtract from, these scripts; (c) bear the duties of a data controller for its own recording purposes and uses, in accordance with the Data Processing Agreement.

12.1 **Supervisor monitoring.** Where a business tenant uses the live supervisor feature (listen, whisper, barge-in/take-over), the opening script must add a short notice before the recording notice, for example: "Please note that this call may also be monitored by a supervisor." (Thai: "โปรดทราบว่าสายนี้อาจถูกเฝ้าฟังโดยผู้ควบคุมงานด้วย"; Chinese: "请注意，本通话可能同时有主管监听。"). Monitoring is logged. In addition, calls and SMS may be sampled and reviewed for quality and fraud prevention, as stated in the Privacy Policy; this does not change the recording consent rules above.

13. Governing law and language

This document is governed by the laws of the Kingdom of Thailand. It is published in Chinese, Thai and English; in case of conflict or ambiguity the Thai version governs (如有歧义以泰文版为准).

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