

SOP Template: Verification and Logging of Customer Information

This SOP details the process for **verification and logging of customer information**, ensuring accurate collection, validation, and secure recording of customer data. It covers identity verification methods, data entry standards, confidentiality protocols, and systematic logging procedures to maintain data integrity and comply with privacy regulations. The goal is to optimize customer data management and support seamless service delivery while safeguarding sensitive information.

1. Purpose

To establish standardized procedures for the accurate verification and logging of customer information, ensuring compliance with legal and organizational requirements for data privacy and security.

2. Scope

This SOP applies to all employees and contractors responsible for collecting, verifying, entering, and accessing customer information within the organization.

3. Responsibilities

- **Staff:** Accurately collect and verify customer data, follow data entry and confidentiality protocols.
- **Supervisors:** Ensure team compliance with this SOP.
- **IT/Data Management:** Maintain secure data storage and access controls.

4. Procedure

4.1 Customer Data Collection

1. Request customers to provide required personal information via approved channels (in-person, phone, secure online form).
2. Inform customers of data collection purpose and privacy policy.

4.2 Identity Verification Methods

- Obtain at least two forms of identification (e.g., government-issued ID, utility bill, etc.).
- Verify authenticity by comparing details and examining official document features (watermarks, holograms, etc.).
- Where applicable, perform electronic verification via trusted third-party services.

4.3 Data Entry Standards

- Enter information into the customer database/system accurately using approved data formats (e.g., DD/MM/YYYY for dates).
- Double-check all entries for typographical errors or omissions.
- Use appropriate fields; avoid free text unless necessary.

4.4 Confidentiality and Privacy Protocols

- Store data in encrypted, access-controlled systems.
- Share customer information only with authorized personnel on a need-to-know basis.

- Do not keep physical copies unless strictly necessary; destroy them securely per policy.
- Comply with GDPR or other relevant privacy regulations.

4.5 Systematic Logging Procedures

- Maintain an electronic log of all data entries, including the date, staff member, and nature of changes.
- Immediately update logs when information is added, modified, or deleted.
- Conduct periodic audits to check the accuracy and integrity of records.

5. Documentation & Records

Record Name	Storage Location	Retention Period
Customer Information Forms	CRM System	5 Years or as per legal requirements
Verification Logs	Audit Database	3 Years

6. Compliance & Review

- This SOP must be reviewed annually or when regulations change.
- Non-compliance may result in disciplinary action consistent with company policy.

7. Related Documents

- Data Privacy Policy
- Information Security Guidelines
- Customer Service Handbook

8. Revision History

Version	Date	Description	Author/Owner
1.0	2024-06-15	Initial version	Compliance Officer