

2351

Sponsor(s): Representatives Hudgins, Romero and Hinkle

Brief Description: Regulating foreign contact centers.

HB 2351 - DIGEST

Requires that, at the request of a party using telephonic or electronic communications with an employee of a contact center, the employee must identify: (1) Himself or herself, by stating his or her name;

(2) The name of his or her employer;

(3) The location of the municipality, state, and country in which he or she is located; and

(4) If applicable, the name and telephone number of the entity contracting with the contact center. In addition, if the contact center is located in a foreign country, the party may request that a telephonic communication be rerouted to a contact center located in the United States. The contact center must comply with any such request.

Provides that an employee at a contact center operating in a foreign country may not solicit any personal information, whether using telephonic or electronic communications, unless the employee first informs the party that disclosing that information to the employee is optional and receives the affirmative consent of the party to whom the information relates.