



Privacy Notice – Call Recording

Plain English explanation

This practice records incoming telephone calls to:

- Check for accuracy of the request, content of the conversation and details given, should a query arise later
- Train staff
- Assist in complaints investigations
- Provide evidence of abusive behaviour should it occur.

This practice records outgoing telephone calls to:

- Check for accuracy of the request, content of the conversation and details given, should a query arise later
- Train staff
- Assist in complaints investigations
- Provide evidence of abusive behaviour should it occur.

All calls are recorded, if you object to this; please do not contact us by telephone. You will need to use an alternative method of communication e.g. call in person at the surgery, in writing or via a contact form on our website (www.eleanorcrosshealthcare.co.uk).

Your recorded telephone information will not be transferred outside the European Economic Area.

We are required by Articles in the UK GDPR to provide you with the information in the following 9 subsections:

1) Data Controller contact details	Eleanor Cross Healthcare Delapre Medical Centre Gloucester Avenue Northampton NN4 8QF
2) Data Protection Officer contact	Hayley Gidman Midlands and Lancashire CSU FAO: Delapre Medical Centre

details	Gloucester Avenue Northampton NN4 8QF
3) Purpose of the processing	To ensure we offer a safe, efficient and effective telephone service to our patients and contacts and to protect our staff, clinicians and partners.
4) Lawful basis for processing	The processing of personal data is supported under the following Article 6 and 9 conditions of the UK GDPR: <i>Article 6(1)(c) 'processing is necessary for compliance with a legal obligation to which the controller is subject'.</i> <i>Article 9(2)(h) 'necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...'.</i>
5) Recipient or categories of recipients of the shared data	The data may be shared with Healthcare professionals and support staff in this surgery, The Parliamentary and Health Service Ombudsman, NHS England & the Police Service.
6) Right to object	You have the right to object to some or all the information being processed. Please contact the Data Controller or the practice. You should be aware that this is a right to raise an objection. That is not the same as having an absolute right to have your wishes granted in every circumstance.
7) Right to access and correct	You have the right to access the data that is being recorded, shared and have any inaccuracies corrected. There is no right to have accurate medical records deleted except when ordered by a court of Law.
8) Retention period	The data will be retained in line with the law and national guidance. Further information can be found at https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016 or speak to the practice.
9) Right to complain	You have the right to complain to the Information Commissioner's Office, you can use this link https://ico.org.uk/global/contact-us/ or call their helpline tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate).