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Practice Privacy Notice Telephone Calls

We may record telephone calls for training and monitoring purposes and for the protection of staff, doctors and patients.

Access to these call recordings are limited to the Partners, Practice Manager, Deputy Practice Manager and the Reception Manager only. Call recordings are permanently deleted after a period of 12 months.

Call recordings are rarely accessed and only when there is a legitimate reason to do so. Uses can be to see evidence of abuse by patients, to clarify what was said in conversations when a dispute is experienced or to recall information in order for the practice to carry out its public duties. Call recording may also be used to investigate a complaint.

These recordings will not usually be shared outside the practice.

If we hold recordings that have not been deleted you can ask for copies by writing to the Practice Manager.

If you object to your call being recorded we can delete it immediately after the call.

We are required by Articles in the General Data Protection Regulations to provide you with the information in the following 9 subsections.

1) Data Controller contact details	Chastleton Medical Group Newton Drive Framwellgate Moor Durham DH1 5BH
2) Data Protection Officer contact details	Andrew Dowson If you would like to contact the Data Protection Officer, please use the following Email: dpo@ddhf.co.uk
3) Purpose of the processing	To facilitate your access to care and in the case of telephone for your direct care.
4) Lawful basis for processing	The processing of personal data for in the delivery of direct care and for providers administrative purposes in this surgery and in support of direct care elsewhere is supported under the following Article 6 and 9 conditions of the GDPR: <i>Article 6(1)(e) “..necessary for the performance of a task carried out in the public interest or in the exercise of official authority.”</i> And <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</i>

	<p><i>services”</i></p> <p>We also recognise your rights established under UK case law collectively known as the “Common Law Duty of Confidentiality”</p>
5) Recipient or categories of recipients of the processed data	Necessary data will be shared with Health and care professionals and support staff in this surgery. Actual recordings will not be shared with anyone outside the practice. Please see our Privacy Notice for Direct Care. The actual recordings are stored in the Practice Managers Office and are limited to the Practice Manager and the Senior Receptionist only.
6) Rights to object	You have the right to object to some or all the information being processed under Article 21. 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 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	We will keep call recordings for a period of 12 months.
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 calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate) There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website)

“Common Law Duty of Confidentiality”, common law is not written out in one document like an Act of Parliament. It is a form of law based on previous court cases decided by judges; hence it is also referred to as ‘judge-made’ or case law. The law is applied by reference to those previous cases, so common law is also said to be based on precedent.

The general position is that if information is given in circumstances where it is expected that a duty of confident applies, that information cannot normally be disclosed without the information providers consent.

In practice, this means that all patient information, whether held on paper, computer, visually or audio recorded, or held in the member of the professional, must not normally be disclosed without the consent of the patient. It is irrelevant how old the patient is or what the state of their mental health is; the duty still applies.

Three circumstances making disclosure of confidential information lawful are:

- Where the individual to whom the information relates has consented
- Where disclosure is in the public interest
- Where there is a legal duty to do so, for example a court order.