

## Privacy Notice – X on Surgery Connect (Cloud based telephony)

As part of practice PMS/GMS contract we are required to move to a safe and secure cloud based telephony system so we are able to provide patients with more. Practices will be able to provide patients with more holistic and personalised care with Surgery Connect and features such as call back facility, call recording and system integration will help to achieve this.

Surgery Connect is approved by NHS England to be used by GP practices and the other systems involved in patient care. NHS England has a lengthy assurance process to make sure they meet the highest standards of safety and security. Your data is safe and is shared only with your GP Practice for the purposes of your direct care. Your data is stored and sent securely using industry best practices.

The Practice uses the following Surgery Connect features:

- Telephone consultations, video consultations, patient communication, call recording, call back facility etc.

<b>1) Controller</b> contact details	Chelsfield Surgery 62 Windsor Drive Orpington Kent BR6 6HD Practice Manager
<b>2) Data Protection Officer</b> contact details	GP Data Protection Officer <a href="mailto:gpdpo@selondonics.nhs.uk">gpdpo@selondonics.nhs.uk</a>
<b>3) Purpose</b> of the processing	The aim of the Surgery connect (cloud based telephony system) is to improve communications between healthcare staff and patients resulting in improved outcomes and productivity.

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<b>4) Lawful basis</b> for processing	Under UK GDPR and DPA 2018 –  6(1)(e) ‘...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...’.  9(2)(h) ‘...medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems...’
<b>5) Recipient or categories of recipients</b> of the shared data	Data may be shared with Surgery Connect, and their sub-processors such as cloud services used for Surgery connects own storage, communications, security, engineering, and similar purposes.
<b>6) Rights to object</b>	You have the right under Article 21 of the UK GDPR to object to your personal information being processed. Please contact the Practice if you wish to object to the processing of your data. You should be aware that this is a right to raise an objection which is not the same as having an absolute right to have your wishes granted in every circumstance.
<b>7) Right to access and correct</b>	You have the right to access copies of 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.
<b>8) Retention period</b>	The data will be retained for active use during the processing and thereafter according to NHS Policies and the law.
<b>9) Right to Complain.</b>	You have the right to complain to the Information Commissioner’s Office, you can use this link <a href="https://ico.org.uk/make-a-complaint/data-protection-complaints/">https://ico.org.uk/make-a-complaint/data-protection-complaints/</a> 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)/