

Privacy Notice on Call Recording

Our practice records incoming and outgoing telephone calls to:

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

If you object to this you will need to end the call when you are told that calls may be recorded.

Alternative methods of communication are available: call in person at the surgery.

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

We are required by law to provide you with the following information about how we handle your information and our legal obligations to share data.

Data Controller	Pickhurst Surgery
Data Protection Officer	Danielle Gibbons, GP Data Protection Officer gpdpo@selondonics.nhs.uk
Purpose of 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.
Lawful Basis for processing	<p>The processing of personal data 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:</p> <p><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></p> <p><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></p> <p>We will also recognise your rights established under UK case law collectively known as the "Common Law Duty of Confidentiality"*</p>
Recipient or categories of recipients of your personal data	The data may be shared with Health and care professionals and support staff in this surgery, NHS England and the Police Service.
Your right to object	You have the right to object to some or all of 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.

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	However, that is not the same as having an absolute right to have your wishes granted in every circumstance
Your right to access and correction	You have the right to access the data that is being recorded or shared and have any inaccuracies corrected. There is no right to have accurate medical records deleted, except when ordered by a court of Law.
Retention period	The data will be retained in line with the law and national guidance. https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016 or speak to the practice.
Your right to complain	Use of personal data is overseen by the Information Commissioners Office, often known as the ICO. You have to complain or raise concerns with the ICO and they can be contacted via their website: https://ico.org.uk/global/contact-us/ Or you can also call their helpline Tel: 0303 123 1113 (local rate) 01625 545 745 (national rate)