

PRIVACY NOTICE

CCTV AND TELEPHONE RECORDING

CCTV

Please note that we have installed a CCTV system in our main reception area that records images and sound. This is for the safety of our patients and staff and to record and evidence any serious incidents involving patients. We operate this system in accordance with the Law and the codes of practice issued by the Information Commissioners Office as well as other regulatory bodies. Our CCTV is monitored daily, and only authorised staff will have access to it.

We will not keep images captured on CCTV for longer than is necessary.

1. CCTV recordings are kept for 2 months
2. They are kept on a secure hard drive
3. Only Management and GP partners will have access to view all recordings and are viewed in a secure environment.
4. All recordings are automatically erased from the hard drive after 2 months

If you believe your image has been captured on our CCTV you have a right to request to see it. Please contact the Practice Manager, who will be able to assist with your enquiry.

Telephone recording system

All telephone calls to and from the practice are recorded.

1. Telephone recordings are kept for 12 months
2. All recordings are kept in a password protected file
3. Only Management and GP partners will have access to listen to all recordings and they are listened to in a secure environment.
4. All recordings are automatically erased from the file after 12 months