

Telephone Recordings

This practice records the calls coming into and going out of the practice.

It has been installed solely for training and monitoring purposes and to help us to manage complaints and issues that arise.

Recordings are retained for a limited time and stored on the hard drives of the recording devices that are situated in secure areas and only the practice managers and those delivering technical support services will have access to the system.

You have the same rights when it comes to telephone recordings as you do for other information the practice holds about you.

Please let us know if you have any questions or concerns.