**WITTERINGS MEDICAL CENTRE**

**PRIVACY NOTICE: RECORDING TELEPHONE CALLS – January 2022**

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| We record all our telephone calls for two reasons; firstly to protect patients and staff and other health workers. Patients are protected by our having a record of our conversations with you, staff and other health workers are protected from potential abuse.Secondly, we record some calls because they can contain information that can become part of your medical records. We also occasionally use recordings for staff training and quality control.When you register with us, we will make this clear to you and we will make this clear to you each time you contact us via our website and other sources of information.All calls are retained for **2 Years** and are then routinely deleted.Calls, or transcripts of calls, audio or audio-visual recordings or elements of the discussion you have with the clinicians that contain clinical information may be added to your medical records, but this will be clarified with you at the time.The recordings are stored on a hard drive system and are protected.These recordings will not usually be shared outside the Practice.If we hold recordings that have not been deleted, you can ask for copies .If you object to your call being recorded please inform the call handler /receptionist and a note will be made. You can be contacted by other means e.g. email, letter or in person.We are required by Articles in the General Data Protection Regulation to provide you with the information in the following 9 Subsections: |
| 1. Data controller
 | Witterings Medical Centre |
| 1. Data Protection Officer
 | Trudy Slade Email: Trudy.slade@nhs.net |
| 1. Purpose of the processing
 | To facilitate your access to care and in the case of telephone or other audio-visual consultations for your direct care. |
| 1. Lawful basis for processing
 | The processing of personal data in the delivery of direct care and for providers ’administrative purposes in the surgery and in support of direct care elsewhere is supported under the following Article6 and 9 conditions of the GDPR:*Article 6(1)(e)’..Necessary for the performance of a task carried out in the public interest or in the exercise of official authority’**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 system and services…’*We will also recognise your rights established under UK case law collectively known as the “Common Law Duty of confidence”\* |
| 1. 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. Clinical data or records or consultations may be transcribed or appended to the records we hold on you and may thence be shared at hospitals , diagnostic and treatment centres who contribute to your care . Actual recordings will not be shared with anyone outside the practice. Please see our privacy Notice for direct Care. |
| 1. Rights 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, this is not the same as having an absolute right to have your wishes granted in every circumstance. |
| 1. Right to access and correct
 | You have the right to access the data that is being shared and have any inaccuracies corrected. We can provide copies of recordings. There is no right to have accurate medical records deleted except when ordered by a court of law. |
| 1. Retention period
 | We will keep recording for 2 years. Clinical data transcribed from your telephone or other electronic consultation becomes part of your clinical record and is retained according to relevant rules and regulations see Privacy Notice of Direct Care. |
| 1. Right to Complain
 | You have the right to complain to the Information Commissioners 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 confidence”, 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' |