

Eden Park Medical Practice - Privacy Notice Recording Telephone Calls

Plain English explanation

The surgery has the ability to record telephone calls 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.

The surgery currently records all external conversations i.e. calls made to the practice by Patients and calls made from the practice by Staff.

When you register with us we will make this clear to you and our web site and other sources of information

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 the surgery telephone system, provided by Connect Comms, and are protected through the companies GDPR Policy.

These recordings will not usually be shared outside the practice.

We are required by Articles in the General Data Protection Regulations to provide you with the information in the following 9 subsections.

1) Data Controller contact details	Eden Park Medical Practice, 585 – 587 Crumlin Road Belfast BT14 7GB
2) Data Protection Officer contact details	Dr M Conway
3) Purpose of the processing	To facilitate your access to care
4) Lawful basis for processing	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: <i>Article 6(1)(c) "processing is necessary for compliance with a legal obligation to which the controller is subject."</i> And <i>Article 9(2)(h) 'necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity</i>

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	<i>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>
5) 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 of 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 personal care. Actual recordings will not be shared with anyone outside the practice. The actual recordings are stored on the telephone system and after a designated period of time.
6) Rights to object	You have the right to object to some or all 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, that is not the same as having an absolute right to have your wishes granted in every circumstance
7) Right to access and correct	You have the right to access 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.
8) Retention period	Recorded telephone conversations are deleted after six weeks, however clinical data transcribed from your telephone or other electronic consultations may become part of your clinical record and is retained according to relevant rules and regulations.
9) Right to Complain.	You have the right to complain to the Information Commissioner's 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)