



## **Telephone Recording Privacy Notice.**

**New Road Surgery is responsible for this service.**

### **Why we process your information.**

We record all incoming and outgoing telephone calls made to and from the surgery to:

- Check for mistakes
- Train staff
- Prevent, detect, investigate
- Help plan and make improvements to practice service

We do this in the interests of offering a good service to our patients and to protect both our patient and staff.

Sometimes, calls may not be recorded if

- There is a technical fault with the telephony system
- The call handler is asked not to record by the patient
- A call is not being made from the practice telephone system.

### **Sharing your call recording**

Your information may be shared with other organisations if they have a legal right to it.

### **How long we keep your recording**

All calls are kept for up to 3 years after the call was made. This ensures any subsequent investigations can be completed.

### **Your rights**

The information you provided will be managed as required by Data Protection law.

You have the right to receive a copy of the call recording.

You have the right to request the call recording be deleted if you believe we are processing it for longer than necessary provided there isn't an ongoing complaint or investigation in which the call is evidence.