



Dr Veena Sharma
240 Wexham Road Surgery
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Privacy Notice - Recording telephone calls

All telephone calls to and from the surgery are recorded to protect our patients and healthcare professionals.

- Review and improve services
- Monitor and review quality of care
- Train, develop and manage staff and medical trainees
- Prevent, detect, investigate complaints, claims and / or fraud relating to patients, other organisations or 240 Wexham Road staff
- Protect staff and patients

All new patients who register with us, will be informed at registration that all inbound and outbound calls from the surgery are recorded.

Calls, or transcripts of calls 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. Call recording are retained for a period of 12 weeks before being deleted.

The recordings are stored securely by the system provider AWS UK and are protected through the company's Data Protection Policy, which is compliant with GDPR legislation.

These recordings will not be shared outside the practice. Call recordings may have been destroyed in accordance with the practice retention schedule. However, if we hold recordings that have not been deleted, you can ask for a copy. In order to do this, you must put the request in writing to the Practice Manager or Data Controller via a Subject Access Request

1. Data Controller/Protection Contact Details	240 Wexham Road Surgery Telephone: 01753 517360 Email: 240wexhamroad.surgery@nhs.net
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2. Data Protection Officer Details:	Dr Veena Sharma 240 Wexham Road Telephone: 01753 517360 Email: 240wexhamroad.surgery@nhs.net
3. 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.
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: 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



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	<p>care systems and services...”</p> <p>We will also recognise your rights established under UK case law</p> <p>collectively known as the “Common Law Duty of Confidentiality”*</p>
5) Recipient or categories of recipients of the processed data	<p>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. Please see our Privacy Notice for Direct Care. The actual recordings are stored on the telephone system and after a designated period will be either deleted or saved, onto the surgery Shared Drive if it is deemed necessary. You will be informed if the recording is to be stored for longer than is set out in this Privacy Notice and you will informed the reasons for such.</p>
6) Rights to object	<p>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</p>



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7) 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 if they have not been deleted. There is no right to have accurate medical records deleted except when ordered by a court of Law.
8) Retention period	We will keep recordings up to 12 weeks. 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, see Privacy Notice on Direct Care.
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)



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We will also recognise your rights established under UK case law collectively known as the “Common Law Duty of Confidentiality”.

“Common Law Duty of Confidentiality”, 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' or case law. The law is applied by reference to those previous cases, so common law is also said to be based on precedent.

The general position is that if information is given in circumstances where it is expected that a duty of confidence applies, that information cannot normally be disclosed without the information provider's consent. In practice, this means that all patient information, whether held on paper, computer, visually or audio recorded, or held in the memory of the professional, must not normally be disclosed without the consent of the patient. It is irrelevant how old the patient is or what the state of their mental health is; the duty still applies.

Three circumstances making disclosure of confidential information lawful are:

- where the individual to whom the information relates has consented
- where disclosure is in the public interest; and
- where there is a legal duty to do so, for example a court order