

The Grove Medical Centre
Telephone recording privacy notice

Date of review: 16.11.23
Next Review: 16.11.24

Why we process your information

We may record telephone calls you make to our reception team and other staff members to:

- check for mistakes
- train staff
- prevent, detect and investigate complaints and/or criminal activity

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

If you object to this, you will need to end the call when you are told that calls may be recorded. Alternative methods of communication are available, such as written letters, emails or face to face conversation.

Your information will be stored securely on a restricted server and will only be used on a lawful basis as detailed above.

Sharing your call recording

Your information may be shared with other organisations if they have a legal right to it. This would be with consent from the patient or through requests by law enforcement agencies. Please refer to the Privacy notice for this.

Who can access the Recordings

All staff members have access to their own call recordings. The Management team are the only staff members who have access to all call recordings. Access to particular recordings may be granted to other Practice staff under the supervision of the Practice Manager.

How long we keep your call recording

The Practice will store any call recordings for a maximum of 36 months. After this time, call recordings will be deleted. This ensures that any subsequent investigations can be completed.

Your rights

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

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

From 25 May 2018, you have the right to request that the call recording be deleted if you believe we are processing it for longer than necessary.