

ROTHWELL & DESBOROUGH HEALTHCARE GROUP

CALL RECORDING PRIVACY NOTICE

Our practice records incoming and outgoing telephone calls to:

- Check for accuracy of the request, content of the conversation and details given, should a query arise later.
- Support the training of staff
- Assist in complaint investigations
- Provide evidence of abusive behaviour should it occur

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: call in person at the surgery.

Your telephone recorded information will not be transferred outside the European Economic Area.

1) Data Controller contact details	The Partners Desborough Surgery 35 High Street Desborough Kettering Northamptonshire NN14 2NB
2) Data Protection Officer contact details	Dr Anand Pattar Desborough Surgery 35 High Street Desborough Kettering Northamptonshire NN14 2NB
3) Purpose of the processing	To ensure we offer a safe, efficient and effective telephone service to our patients and contacts and to protect our staff, clinicians and partners.
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. The following Article 6 and 9 conditions of the GDPR apply: Article 6(1)(c) "processing is necessary for compliance with a legal obligation to which the controller is subject." 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 systems and services...'
5) Recipient or categories of recipients of the processed data	The data may be shared with Health and care professionals and support staff in this surgery, NHS England, Police Service.

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 at 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 object to some or all the information being processed under Article 21. Please contact the Data Controller at 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
8) Retention period	The data will be retained in line with the law and national guidance. https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016
9) Right to Complain.	<p>You have the right to complain to the Information Commissioners Office (responsible for governing Data Protection compliance) –</p> <p>Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF</p> <p>Tel 01625 545745 or www.ico.org.uk/</p>