

Privacy Notice – Surgery Connect Telephony System (X-On)

Orchard Surgery

This privacy notice explains about our Telephony System ‘Surgery Connect’ (X-on). Inbound calls the system will notify you that all telephone calls are recorded for training and monitoring purpose.

Outbound calls will also be recorded for the same reason and this information can be found in this notice, displayed on our website and in the surgery.

We lawfully do not require your consent, however you do have the right to terminate the call if you do not wish for the call to be recorded. All calls made to the practice by a registered patient or from the practice to a registered patient, will have the recording attached to the clinical record.

All calls made by non-registered patient will be stored securely on the surgery connect system. All data originates from the caller into the practice or the practice dialling out to the recipient.

Personal data

When a call is recorded we collect:

- a digital recording of the telephone conversation
- the telephone number of both parties (internal and external)
- Personal data revealed during a telephone call will be digitally recorded for example name and contact details to deliver appropriate services.
- Occasionally 'special category' personal information may be recorded where a customer voluntarily discloses health, religious, ethnicity or criminal information to support their request for advice and/or services.
- Telephone call recording will be turned off, when a customer's credit or debit card details are given, in line with Payment Card Industry Data Security Standards (PCI DSS) and data protection legislation including General Data Protection Regulations ('GDPR').