

# RAVENSBURY PARK MEDICAL CENTRE

## ADVANCED TELEPHONY PRIVACY NOTICE

### **Ravenbury Park Medical Centre privacy notice for our phone system**

This privacy notice tells you how your information will be used, shared and stored when you call our GP practice.

### **Our contact details**

Name: RAVENSBURY PARK MEDICAL CENTRE

Address: Ravensbury Lane, Morden Road Mitcham CR4 4DQ

General phone number: 020 3326 3866

Website: [www.ravensburyparkmedicalcentre.co.uk](http://www.ravensburyparkmedicalcentre.co.uk)

We are the controller for your information. A controller decides on why and how information is used and shared.

### **Data Protection Officer contact details**

Our Data Protection Officer and Information Governance Lead are responsible for monitoring our compliance with data protection requirements. You can contact them with concerns relating to the use of your personal data at 020 3326 3866

### **How do we get information and why do we have it?**

The personal information we collect is provided directly from you for the following reason(s):

#### **Call Logging**

- when you have contacted the GP practice by phone with an enquiry – we need to log your call so that we can manage the calls we receive and provide a high quality service. When you call our practice, an automated message will also tell you how we may record, route or otherwise manage your call
- call logs are also used to provide reports which analyse how busy we are and when telephone calls cannot be answered. These reports would not contain patient identifiable information if they are provided outside the practice.
- we will also use information associated with the call (eg telephone number) and information you provide during the call to identify your medical record in our systems to improve the efficiency of the practice and to enhance your experience.

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## **Call Recording**

We record your calls for the following purposes:

- Dealing with complaints - to enable us to deal with a complaint
- Regulatory inspection - for use as evidence for an inspection by the Care Quality Commission or other body
- Legal Requirement - in case it is legally required by the police or another authority
- Service improvement - to review our working processes, improve services for patients, or signpost patients to relevant services

## **What information do we collect?**

### **Personal information**

Any information you communicate to us when you call the practice will be transferred via our phone system. This will include personal identifiers (for example name and contact details).

The information that will be stored by the phone system will be:

### **Call Logging**

- the number you called from
- the date you called
- the time and duration of your call

A note of your call may also be made on your GP record.

### **Call Recording**

- an audio recording of the telephone conversation

### **More sensitive information**

We process the following more sensitive data (special category) depending on what you call us about:

- data concerning physical or mental health (for example, details about your appointments or diagnosis)
- data revealing racial or ethnic origin
- data concerning a person's sex life

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- data concerning a person's sexual orientation
- genetic data (for example, details about a DNA sample taken from you as part of a genetic clinical service)

## Who do we share information with?

All calls into the practice are logged to provide an audit trail of who called the practice and when.

Your information may be shared with:

- staff at our GP practice, or at the hub, which may include staff from a partner practice, to enable them to deal with your call
- staff based at a neighbouring GP practice, a centralised hub within a primary care network (PCN), or group of general practices - these people may help us answer phones at times of high call volumes.
- other NHS authorities may be provided with anonymised information on numbers of calls at times of the day, waiting times, abandoned calls etc but this would not contain any patient identifiable information.

There is an audit trail so that authorised staff can see who has accessed call logs and recorded calls and when.

## What is our legal basis for using information?

### Personal information

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis (legal grounds) we rely on for using personal data is that we need it to perform a public task. A GP practice is a public body, and therefore is required to undertake particular activities by law. See the bottom of this document for the most likely laws that apply when using and sharing information in health and care.

### More sensitive data

We process information that is more sensitive (special category data) to enable us to provide health and care (with a basis in law). See the bottom of this document for the most likely laws that apply when using and sharing information in health and care.

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## Common law duty of confidentiality

In our use of health and care information, we satisfy the common law duty of confidentiality because:

- Your [consent is implied](#) - to log your call, as it is an important part of providing you with care and support. This means we do not explicitly ask you to log your call.

## How do we store your personal information?

Your information is securely stored for the time periods specified in the [Records Management Code of Practice](#).

### Call Logs

- call logs will be retained for a minimum of 1 year.

### Voicemail Recordings

- voicemail recordings will normally be deleted once the message has been processed, unless it contains significant information which may be required at a later date.

### Telephone Consultations

- The call is accurately summarised into your GP record as appropriate where it is a consultation or where it contains medical or other significant information (as would be the case with a face to face consultation).

### Telephone Conversation Recordings

- Where the call is a consultation or where it contains medical or other significant information in addition to a summary recorded in your GP record the call may be recorded and stored for a minimum of 1 year in case this is needed to refer back to.
- In some exceptional circumstances a recording of the call is stored as part of your GP record. This means it will be kept for as long as you are alive, plus 10 years after you die.
- Recordings of other administrative and other non-clinical calls will be stored for a minimum of 1 year in case this is needed to refer back to.
- We will then dispose of the information as recommended by the Records Management Code

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## What are your data protection rights?

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information (known as a [subject access request](#)).

**Your right to rectification** - You have the right to ask us to [rectify personal information](#) you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us on 020 3326 3866 if you wish to make a request.

## How do I complain?

If you have any concerns about our use of your personal information, you can make a complaint to us : Practice Manager Ravensbury Park Medical Centre.

Following this, if you are still unhappy with how we have used your data, you can then complain to the ICO.

The ICO's address is:  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

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## The laws that health and care organisations rely on when using your information

Data protection laws mean that organisations must identify which law they are relying on when sharing information. For example if an organisation is sharing information because they are required by law to do so, they need to identify which law is requiring this. The following are the most likely laws that apply when using and sharing information in health and care. This list is not exhaustive.

### **Abortion Act 1967 and Abortion Regulations 1991**

Requires that health and care staff share information with the Chief Medical Officer about abortion treatment they have provided.

### **Access to Health Records Act 1990**

Allows access the health records of deceased people, for example to personal representatives or those who have a claim following the deceased person's death.

### **Care Act 2014**

Defines how NHS organisations and local authorities must provide care and support to individuals, including for the management of safeguarding issues. This includes using information to assess any person who appears to require care and support.

### **Children Act 1989**

Sets out the duties of local authorities and voluntary organisations in relation to the protection and care of children. It requires organisations that come into contact with children to cooperate and share information to safeguard children at risk of significant harm.

### **Control of Patient Information Regulations 2002 (COPI)**

Allows information to be shared for specific reasons in relation to health and care, such as for the detection and prevention of cancer, to manage infectious diseases, such measles or COVID-19. It also allows for information to be shared where approval has been given for research or by the Secretary of State for Health and Social Care.

### **Coroners and Justice Act 2009**

Sets out that health and care organisations must pass on information to coroners in England.

### **Employment Rights Act 1996**

Sets out requirements for employers in relation to their employees. This includes keeping records of staff when working for them.

### **Equality Act 2010**

Protects people from discrimination based on their age, disability, gender reassignment, pregnancy or maternity, race, religion or belief, sex, sexual orientation. Organisations may need to use this information to ensure that they are complying with their responsibilities under this Act.

### **Female Genital Mutilation Act 2003**

Requires health and care professionals to report known cases of female genital mutilation to the police.

### **Fraud Act 2006**

Defines fraudulent activities and how information may be shared, for example with the police, to prevent and detect fraud.

### **Health and Social Care Act 2008 and 2012**

Sets out the structure of the health and social care system and describes the roles of different types of organisations. It sets out what they can and can't do and how they can or can't use information. It includes a duty for health and care staff to share information for individual care, unless health and organisations have a reasonable belief that you would object. In addition, health and care organisations may need to provide information to:

- The Secretary of State for Health and Social Care
- NHS England, which leads the NHS in England
- The Care Quality Commission, which inspects health and care services
- The National Institute for Health and Care Excellence (NICE), which provides national guidance and advice to improve health and care

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- NHS Digital, which is the national provider of information, data and IT systems for health and social care.

## **Health and Social Care (Community Health and Standards) Act 2003**

Allows those responsible for planning health and care services to investigate complaints about health and care organisations they have a contract with.

## **Health Protection (Notification) Regulations 2010)**

Requires health professionals to help manage the outbreaks of infection by reporting certain contagious diseases to local authorities and to the UK Health Security Agency. The UK Health Security Agency is responsible for protecting people from the impact of infectious diseases.

## **Human Fertilisation and Embryology Act 1990**

Requires health organisations to report information about assisted reproduction and fertility treatments to the Human Fertilisation and Embryology Authority.

## **Human Tissue Act 2004**

Requires health organisations to report information about transplants, including adverse reactions to the Human Tissue Authority.

## **Inquiries Act 2005**

Sets out requirements in relation to Public Inquiries, such as the UK COVID-19 Inquiry. Public Inquiries can request information from organisations to help them to complete their inquiry.

## **Local Government Act 1972**

Sets out the responsibilities of local authorities in relation to social care including managing care records appropriately. For example, it lays out how they should be created, stored and how long they should be kept for.

## **NHS Act 2006**

Sets out what NHS organisations can and can't do and how they can or can't use information. It allows confidential patient information to be used in specific circumstances for purposes beyond individual care. These include a limited number of approved research and planning purposes. Information can only be used where it is not possible to use information which doesn't identify you, or where seeking your explicit consent to use the information is not practical. The Act also sets out that information must be shared for the prevention and detection of fraud in the NHS.

## **Public Records Act 1958**

Defines all records created by the NHS or local authorities as public records. This includes where organisations create records on behalf of the NHS or local authorities. These records therefore need to be kept for certain periods of time, including permanently in some cases.

## **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013**

Requires employers to report deaths, major injuries and accidents to the Health and Safety Executive, the national regulator for workplace health and safety.

## **Safeguarding Vulnerable Groups Act 2006**

Sets out requirements for organisations who work with vulnerable to share information and to perform pre-employment checks with the Disclosure and Barring Service (DBS), which is responsible for helping employers make safer recruitment decisions.

## **Statistics and Registration Service Act 2007**

Allows health organisations that plan services and local authorities to receive and disclose health and care information to the Office for National Statistics (ONS). The ONS is the UK's largest independent producer of official statistics.

## **Terrorism Act 2000 and Terrorism Prevention and Investigation Measures Act 2011**

Requires any person to share information with the police for the prevention and detection of terrorism related crimes.

## **The Road Traffic Act 1988**

Requires any person to provide information to the police when requested to help identify a driver alleged to have committed a traffic offence.