

# Dr Carmel Morris and Partners

## Telephone Voice Recording Policy

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### Introduction

Cavendish Medical Practice has a telephone system that is capable of recording conversations. Like many other organisations, this is a standard practice that allows the recording of telephone calls for quality monitoring, training, compliance, and security purposes.

### Purpose of this telephone recording policy

In order to maintain high standards and protect the public and staff we need to record all telephone calls received into the Practice and retain them for a limited period of time.

The Practice will ensure that the use of these recordings is fair and that we comply with the requirements of the relevant legislation. This includes:

- The Regulation of Investigatory Powers Act 2000;
- The Telecommunications (Lawful Business Practice) (Interception of Communications Regulations) 2000;
- The Telecommunications (Data Protection and Privacy) Regulations 1999;
- The Data Protection Act 2018; and
- The Human Rights Act 1998.

### Scope of this policy

All calls call made to the Practice will be recorded. Under normal circumstances a call will not be retrieved or monitored unless:

- It is necessary to investigate a complaint;
- It is part of a management 'spot check' that customer service standards are being met;
- There is a threat to the health and safety of staff or visitors or for the prevention or detection of crime;
- It is necessary to check compliance with regulatory procedures; or
- It will aid standards in call handling through use in training and coaching our staff.

However, this will only be permitted if the recording is edited so that the caller remains

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anonymous and the member of staff who was party to the call agrees to its being used in this way.

### **Collecting information**

Personal data collected in the course of recording activities will be processed fairly and lawfully in accordance with the Data Protection Act 2018. It will be:

- Adequate, relevant and not excessive;
- Used for the purpose(s) stated in this policy only and not used for any other purposes;
- Treated confidentially;
- Data is only accessible by authorised personnel;
- Stored securely; and
- Not kept for longer than necessary and will be securely destroyed once the issue(s) in question have been resolved.

### **Transfer of data outside the Practice**

In the event a recording needs to be transferred outside of the practice, it will be processed in accordance with the Data Protection Act 2018, and local Information Governance policy.

### **Advising callers that calls are being monitored/recorded**

Where call recording facilities are being used we will inform the caller that their call is being monitored/recorded for quality / training purposes so that they have the opportunity to consent by continuing with the call or hanging up. When conducting telephone consultations staff must inform the patient that their call is being recorded.