

Telephone System Privacy Notice

About our telephony systems

- Severn Valley Medical Practice changed its telephony provider in January 2022 to 'Surgery Connect' by X-On.
- Surgery Connect allows the practice to record external telephone calls for the purposes of monitoring and training. Surgery Connect also works with our clinical records management system, EMIS, to match caller information with patient records.

How this affects you

- When you call the practice, your telephone call will be recorded and the number from which you are calling will be processed by Surgery Connect and EMIS to match the call with your patient record.
- Recordings are stored in a secure NHS-approved cloud platform on X-On's servers in the United Kingdom.
- Only the Practice Management Team have access to the recordings. They may listen to the recordings for the purposes of monitoring and training. A common example of a reason why a recording may be listened to is to review patient or staff behaviour during a phone call, or during dispute investigations.

Data protection

- Data is controlled by Severn Valley Medical Practice under the Practice's legal basis and reserved right to process data allowing the Practice to provide a safe and efficient NHS healthcare service.
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- Data is processed by X-On as it is necessary for the performance of a contract between X-On and Severn Valley Medical Practice. X-On acts as a data processor for and on behalf of the Practice, who remains the data controller in relation to such personal data with responsibility for communication with individuals.
- Call recordings can be stored for up to 36 months and are then deleted. The 36-month call retention period complies with the NHS standard data retention period for calls not part of health records in line with Records Management Code of Practice for Health and Social Care 2016 data retention schedules.
- This is in accordance with the General Data Protection Regulations (GDPR).

This telephony system privacy notice forms an addendum to the Practice's Privacy Notice, which can be found at: <https://www.severnvalleymedicalpractice.co.uk/legal-documents-policies>