

Call Recording Policy

Introduction

CDC has a telephone system that is capable of recording conversations, for the use of quality monitoring, training, compliance and security purposes. Calls made and received by a team member may be recorded by CDC and will be stored securely for a period of up to [six] months, or long enough for any investigation to be conducted. These recordings will only be used for the purposes specified in this policy. If it becomes clear that a patient does not wish to be recorded, the call should be politely terminated.

Scope of policy

Under normal circumstances a call will not be retrieved or monitored unless:

- It is necessary to check compliance with regulatory procedures
- It will aid standards in call handling through use in training of team members
- 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 employees or for the prevention or detection of crime

Data Protection

The practice shall ensure that the use of these recordings is processed fairly and complies with the requirements of the relevant legislation. This includes:

- The Regulation of Investigatory Powers Act 2000
- The Telecommunications (Data Protection and Privacy) Regulations 1999
- Guidelines on the Information Commissioners website
- The Data Protection Act 2018
- General Data Protection Regulations (GDPR)
- The Human Rights Act 1998
- The Telecommunications (Lawful Business Practice) (Interception of Communications Regulations) 2000

Monitoring

Monitoring will normally be conducted by the practice owner, Dr Ali, and the practice manager, Dr Ali.

The results of the monitoring will be maintained in strict confidence and not disclosed to third parties, unless the practice is under a duty to report matters to a regulatory authority or to a law enforcement agency.

Personal data collected in the course of recording activities will be processed fairly and lawfully in accordance with our Privacy Notice (M 217T) and Information Governance Procedures (M 217C).