

South PCN Call Recording Privacy Notice

Why we process your information

We may record telephone calls, incoming and outgoing calls, we use this information to:

- train staff
- check for mistakes and help with record keeping
- support our Zero tolerance policy
- help plan and make improvements to our NHS services

We do this in the interests of offering a good service to our patients.

If you object to this, please advise the staff member at the beginning of your call.

Sometimes, calls may not be recorded if:

- there is a technical fault with the telephony system
- a call handler is using equipment which does not let calls be recorded

Sharing your call recording

The North Lincolnshire PCN Ltd will not share call recordings with outside organisations without prior approval.

How long we keep your call recording

We will delete call recordings after 12 months from when the call was made. This ensures that any subsequent investigations can be completed.

Your rights

The information you provided will be managed as required by Data Protection law.

You have the right to receive a copy of the call recording.

You have the right to request that the call recording be deleted if you believe we are processing it for longer than necessary.