**Call Recording Policy**

**1. Purpose**

The purpose of this policy is to outline the procedures and guidelines for recording telephone calls within the practice to ensure compliance with legal and regulatory requirements, and to enhance the quality of service provided to patients.

**2. Scope**

This policy applies to all staff members who handle telephone calls within the practice. It covers all incoming and outgoing calls that are recorded for training, monitoring, and quality assurance purposes.

**3. Legal Compliance**

The practice is committed to complying with all relevant legislation, including the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR). All call recordings will be handled in accordance with these regulations.

**4. Recording Procedures**

* All calls may be recorded for training and quality assurance purposes.
* Patients will be informed at the beginning of the call that their conversation may be recorded.
* Recordings will be stored securely and access will be restricted to authorised personnel only.

**5. Use of Recordings**

* Recordings will be used for training and quality assurance purposes.
* Recordings may be reviewed to investigate complaints or incidents.
* Recordings will not be shared with third parties unless required by law.

**6. Retention and Deletion**

* Call recordings will be retained for a period of 36 months, after which they will be securely deleted.
* If a recording is required for an ongoing investigation, it may be retained for a longer period until the investigation is concluded.

**7. Access and Security**

* Access to call recordings will be restricted to authorised personnel only.
* Recordings will be stored securely to prevent unauthorised access.

**8. Patient Rights**

* Patients have the right to request access to their call recordings.
* Requests for access should be made in writing and will be processed in accordance with the practice's data protection policy.

**9. Review and Monitoring**

* This policy will be reviewed annually to ensure compliance with legal and regulatory requirements.
* The practice manager will be responsible for monitoring compliance with this policy.

**10. Contact Information**

For any questions or concerns regarding this policy, please contact the practice manager.

Reviewed 10.04.2025 Andrea Gibbon