**Privacy notice – telephone call recordings;**

Telephone calls to and from patients to healthcare organisations may be recorded for legitimate reasons, for example, for medico-legal purposes, staff training, and audit, provided all reasonable steps are taken to inform callers that their call will be recorded. Coulby Medical Practice's telephone system records all calls in and out of the practice for training and monitoring purposes. The recordings cannot be accessed by any unauthorised personnel and requests to access the call recordings have to go through the management team for case-by-case authorisation. Recordings of calls made and received by Coulby Medical Practice may also be used to support the learning and development of our staff and to improve the service we provide to our patients. They may also be used when reviewing incidents, compliments or complaints. Call recordings will be managed in the same way as all other personal information processed by us and in line with all current legislation.

**Privacy notice – CCTV recordings;**

Surveillance Cameras (CCTV)

Coulby Medical Practice employ surveillance cameras (CCTV) on and around our site in order to:

* protect staff, patients, visitors and Practice property
* apprehend and prosecute offenders, and provide evidence to take criminal or civil court action
* provide a deterrent effect and reduce unlawful activity
* help provide a safer environment for our staff
* assist in traffic management and car parking schemes
* monitor operational and safety related incidents
* assist with the verification of claims

You have a right to make a Subject Access Request of surveillance information recorded of yourself and ask for a copy of it. Requests should be directed to Coulby Medical Practice Managers by completing the 'Application to access CCTV images' form. The details you provide must contain sufficient information to identify you and assist us in finding the images on our systems.

We reserve the right to withhold information where permissible by the General Data Protection Regulation (GDPR) 2018 and we will only retain surveillance data for a reasonable period or as long as is required by law. In certain circumstances (high profile investigations, serious or criminal incidents) we may need to disclose CCTV data for legal reasons. When this is done there is a requirement for the organisation that has received the images to adhere to the GDPR.

How you can access your records

The GDPR 2018 gives you a right to access the information we hold about you on our records. Requests must be made in writing to the Practice Manager/s. The Practice will provide your information to you within one month (this can be extended dependent on the complexity of the request) from receipt of your application:

* A completed application form, containing adequate supporting information (such as your full name, address, date of birth, NHS number, etc.) to enable us to verify your identity and locate your records.
* Information will be provided free of charge except where requests are unfounded or excessive, in particular repeat requests then the Practice may either charge a reasonable fee or refuse to act on the request.

Write to:

Data controller/Practice Manager

Coulby Medical Practice

Cropton Way

Coulby Newham

Middlesbrough TS8 0TL

The Data Controller/s responsible for keeping your information confidential are:

The Partners of Coulby Medical Practice.