

## **Privacy Notice Call Recording**

At GPA, we record incoming and outgoing telephone calls for the following purposes:

Incoming Calls:

- To ensure the accuracy of requests and details provided during conversations.
- To facilitate staff training and development.
- To assist in investigations related to complaints.
- To provide evidence in cases of abusive behaviour.

Outgoing Calls:

- To verify the accuracy of requests and information exchanged during conversations.
- To support staff training initiatives.
- To aid in investigations concerning complaints.
- To document instances of abusive behaviour, if necessary.

If you object to your call being recorded, please inform the staff member at the beginning of the call, and the recording will be stopped. Alternatively, you may choose to end the call.

If you prefer not to communicate via telephone, you may visit our premises in person to discuss your inquiries or concerns.

Please note that any recorded information from telephone calls will not be transferred outside the European Economic Area.

\* “Common Law Duty of Confidentiality”, common law is not written out in one document like an Act of Parliament. It is a form of law based on previous court cases decided by judges; hence, it is also referred to as 'judge-made' or case law. The law is applied by reference to those previous cases, so common law is also said to be based on precedent.

The general position is that if information is given in circumstances where it is expected that a duty of confidence applies, that information cannot normally be disclosed without the information provider's consent.

In practice, this means that all patient information, whether held on paper, computer, visually or audio recorded, or held in the memory of the professional, must not normally be disclosed without the consent of the patient. It is irrelevant how old the patient is or what the state of their mental health is; the duty still applies.

Three circumstances making disclosure of confidential information lawful are:

- where the individual to whom the information relates has consented;
- where disclosure is in the public interest; and
- where there is a legal duty to do so, for example a court order.