**Statements for Practices who are now using call recording:**

The practice records incoming and outgoing telephone calls into the practice.

The purpose of call recording is for training and monitoring purposes. This includes the provision of a record of incoming and outgoing calls which can:

* Identify practice staff training needs
* Protect practice staff from nuisance or abusive calls
* Establish facts relating to incoming/outgoing calls made (e.g. complaints)
* identify any issues in practice processes with a view to improving them (e.g. to aid workforce planning)

The practice will make every reasonable effort to advise callers that their call may be recorded and for what purpose the recording may be used. This will normally be via a pre-recorded message within the telephone system and via signage at the practice.

The voice file will be stored within the telephone recording system software to which the same rules of confidentiality will apply. The practice’s data protection registration covers voice files similarly to other data.