

# Privacy Notice – X-on Surgery Connect (Cloud based telephony)

As part of the practices PMS/GMS contract we are required to move to a safe & secure cloud based telephony system. Practices will be able to provide patients with a more holistic and personalised care with cloud-based telephony, and features such as, call recording & call back facility and system integration will help to achieve this.

The aim of the X-on Surgery Connect platform is to improve communications between healthcare staff and patients resulting in improved outcomes, experience and productivity.

X-on Surgery Connect is approved by NHS England to be used by GP practices and the other systems involved in patient care. NHS England has a lengthy assurance process to make sure they meet the highest standards of safety and security. Your data is safe and is shared only with your GP Practice.

The Practice uses the following X-on Surgery Connect features:

- Telephone consultations, video consultations, Call recording, patient communications.

<b>1) Controller</b> contact details	Stock Hill Medical Centre Stock Hill Biggin Hill TN16 3TJ  <a href="mailto:Selicb.stockhillmedicalcentre@nhs.net">Selicb.stockhillmedicalcentre@nhs.net</a>
<b>2) Data Protection Officer</b> contact details	GP Data Protection Officer  <a href="mailto:gpdpo@selondonics.nhs.uk">gpdpo@selondonics.nhs.uk</a>
<b>3) Purpose</b> of the processing	The aim of the X-on Surgery Connect cloud based telephony system is to improve communications between healthcare staff and patients resulting in improved outcomes and productivity.

4) <b>Lawful basis</b> for processing	Under UK GDPR and DPA 2018 –  6(1)(e) ‘...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...’.
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	9(2)(h) ‘...medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems...’
5) <b>Recipient or categories of recipients</b> of the shared data	Data may be shared with X-on Surgery Connect and their subprocessors such as cloud services used for X-on Surgery Connect own storage, communications, security, engineering, and similar purposes.
6) <b>Rights to object</b>	You have the right under Article 21 of the UK GDPR to object to your personal information being processed. Please contact the Practice if you wish to object to the processing of your data. You should be aware that this is a right to raise an objection which is not the same as having an absolute right to have your wishes granted in every circumstance.
7) <b>Right to access and correct</b>	You have the right to access copies of the data that is being shared and have any inaccuracies corrected. There is no right to have accurate medical records deleted except when ordered by a court of Law.
8) <b>Retention period</b>	The data will be retained for active use during the processing and thereafter according to NHS Policies and the law.
9) <b>Right to Complain.</b>	<p>You have the right to complain to the Information Commissioner’s Office, you can use this link <a href="https://ico.org.uk/make-a-complaint/data-protection-complaints/">https://ico.org.uk/make-a-complaint/data-protection-complaints/</a> or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)</p> <p>There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website)/</p>