

## **Trust Telephone Service Privacy Notice**

Some areas within the Trust use a telephone system called Netcall.

We use the system to make and receive telephone calls to patients and staff. These calls are logged on the system and the recording of the call will be kept for three months. This is to support the delivery of healthcare and is for training and quality purposes

We also use this system to send automated calls, texts and voicemails to patients regarding their appointments. These calls and the result of the calls are documented and noted on the system. This is for the administration of healthcare.

We record telephone numbers for each patient on the Trust's electronic Patient Administration System. For example, we can record a landline number and a mobile number. It is important that we have the up to date telephone numbers for our patients.

If you have any queries or concerns, wish to update your contact details or want to opt out of this service, please contact our Patient Advice and Liaison team on 01752 439884 or email on [plh-tr.PALS@nhs.net](mailto:plh-tr.PALS@nhs.net).