smartclinic

CALL RECORDING POLICY

May 2026 – version 1

1. Purpose

APL Health Limited ("the Company") is committed to maintaining high standards of clinical governance, quality assurance, information security, staff training, and lawful processing of personal data.

This policy sets out the Company's approach to:

- Recording telephone calls;
- Recording video calls;
- Recording occupational health consultations;
- Storage, access, retention, and deletion of recordings;
- Protection of confidential and special category data;
- Compliance with UK data protection legislation.

The policy is designed to ensure that any recording activities are conducted lawfully, proportionately, securely, and transparently.

2. Scope

This policy applies to:

- Employees;
- Contractors;
- Occupational health clinicians;
- Administrative staff;
- Managers and Directors;
- Agency workers;
- Individuals acting on behalf of the Company.

The policy applies to all Company systems, devices, software platforms, and communication channels used for:

- Telephone consultations;
- Video consultations;
- Clinical discussions;
- Customer service calls;
- Operational calls;
- Training and quality monitoring activities.

3. Legal and Regulatory Framework

This policy supports compliance with:

- UK GDPR;

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- Data Protection Act 2018;
- Human Rights Act 1998;
- Privacy and Electronic Communications Regulations (PECR);
- Common law duty of confidentiality;
- Applicable employment legislation;
- Professional confidentiality obligations.

The Company also maintains controls aligned with recognised standards and accreditations including:

- ISO 9001;
- Cyber Essentials;
- SEQOHS.

4. Policy Principles

The Company recognises that call and consultation recordings may contain:

- Personal data;
- Sensitive personal data;
- Medical information;
- Occupational health records;
- Commercially confidential information.

Accordingly, recordings will only be made where there is a lawful, legitimate, and proportionate reason for doing so.

The Company will ensure that recordings are:

- Justified and necessary;
- Securely stored;
- Access controlled;
- Retained only for as long as necessary;
- Managed in accordance with the Company's Data Protection Policy and Data Retention Schedule.

5. Purposes for Recording

The Company may record telephone calls or video consultations for the following legitimate purposes:

5.1 Clinical Purposes

Including:

- Clinical note verification;

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- Accuracy of occupational health assessments;
- Continuity of care;
- Clinical governance;
- Complaint investigation;
- Safeguarding concerns;
- Serious incident investigation;
- Quality assurance.

5.2 Operational and Business Purposes

Including:

- Staff training;
- Service quality monitoring;
- Complaint handling;
- Prevention and detection of fraud;
- Information security monitoring;
- Contractual verification;
- Dispute resolution;
- Business continuity and risk management.

6. Occupational Health Consultation Recordings

6.1 General Position

Occupational health consultations are important clinical interactions which prompt the writing of a management report. It is important that any management report is accurate and clinically evidenced, and therefore clinical consultations will usually be recorded.

6.2 Consent and Transparency

Where an occupational health consultation is to be recorded, the individual must normally be informed before recording commences.

The Company will explain:

- That recording is taking place;
- The purpose of the recording;
- How the recording will be used;
- Who may access it;
- Applicable retention arrangements.

Where consent is relied upon, consent must be:

- Freely given;

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- Specific;
- Informed;
- Unambiguous.

The Company reserves the right not to proceed with recording where appropriate consent or lawful basis cannot be established.

6.3 Exceptional Circumstances

In limited circumstances, recording may occur without explicit consent where permitted by law and where justified by:

- Safeguarding concerns;
- Threats or abusive behaviour;
- Criminal investigations;
- Serious misconduct investigations;
- Protection of staff safety;
- Legal or regulatory obligations.

Any such recording must be proportionate, authorised, and documented appropriately.

7. Telephone Call Recording

7.1 Routine Business Calls

Certain incoming and outgoing business calls may be recorded for:

- Training;
- Monitoring;
- Quality assurance;
- Complaint handling;
- Security purposes.

Where routine recording is in operation, callers will normally be informed through:

- Automated announcements;
- Privacy notices;
- Terms of service;
- Verbal notification where appropriate.

7.2 Staff Responsibilities

Employees and contractors must not:

- Record calls on personal devices;
- Use unauthorised recording software;

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- Retain recordings outside approved systems;
- Share recordings without authorisation;
- Download recordings unless authorised for business purposes.

Any breach of this policy may result in disciplinary action and/or termination of contract.

8. Video Consultation Recording

Video consultations conducted through approved Company platforms may be recorded only where:

- There is a legitimate business or clinical reason;
- Appropriate transparency requirements are met;
- The recording complies with data protection requirements.

Video recordings must only be stored on approved secure systems.

Use of consumer-grade or unauthorised recording tools is prohibited unless specifically approved by the Company.

9. Personal Recordings by Employees or Service Users

9.1 Employees and Contractors

Employees and contractors must not make personal recordings of:

- Clinical consultations;
- Internal meetings;
- Business calls;
- Video conferences;
- Colleague discussions;

without prior authorisation from management and all relevant parties where required.

Unauthorised recording may constitute:

- Misconduct;
- Gross misconduct;
- A breach of confidentiality;
- A breach of data protection legislation.

9.2 Service Users and Patients

Individuals attending consultations may request permission to record consultations for personal purposes.

Requests will be considered reasonably and on a case-by-case basis, taking into account:

- Confidentiality;

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- Clinical appropriateness;
- Privacy of third parties;
- Safeguarding considerations;
- Information governance risks.

The Company reserves the right to refuse recording requests where justified.

10. Storage and Security

All recordings must be:

- Stored securely;
- Encrypted where appropriate;
- Access restricted to authorised personnel only;
- Protected against unauthorised disclosure, loss, or alteration.

Recordings must only be stored using Company-approved systems and infrastructure.

The Company prohibits storage of recordings on:

- Personal devices;
- Unauthorised cloud storage;
- Removable media unless specifically authorised.

11. Access to Recordings

Access to recordings will be restricted to individuals with a legitimate business, clinical, legal, or governance need.

Access may include:

- Clinical staff;
- Managers;
- HR personnel;
- Information governance staff;
- Investigating officers;
- Legal advisers.

The Company may maintain audit logs of access to recordings.

12. Retention and Deletion

Recordings will not be retained indefinitely.

Retention periods for recordings will be determined in accordance with:

- The Company's Data Protection Policy;
- The Company Data Retention Schedule;

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- Applicable legal and contractual requirements;
- Clinical governance obligations.

At the end of the applicable retention period, recordings will be securely deleted or destroyed.

Where recordings are relevant to ongoing:

- Complaints;
- Litigation;
- Investigations;
- Subject access requests;
- Insurance matters;

retention periods may be extended where necessary and lawful.

13. Subject Access Requests

Individuals may request access to personal data contained within recordings in accordance with applicable data protection legislation.

Requests should be handled in line with the Company's Subject Access Request procedures.

The Company may:

- Redact third-party information;
- Refuse disclosure where exemptions apply;
- Limit disclosure where necessary to protect confidentiality or legal privilege.

14. Monitoring and Compliance

The Company reserves the right to monitor compliance with this policy.

Breaches may result in:

- Disciplinary action;
- Removal of system access;
- Contract termination;
- Legal action;
- Regulatory reporting where appropriate.

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15. Related Policies and Documents

This policy should be read alongside:

- Data Policy;
- Cyber Security Policy;
- Data Retention Schedule;

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- Consent Policy;
- Acceptable Use Policy;
- HR Policy;
- Incident Management Procedures;
- Subject Access Request Procedures.

16. Responsibilities

16.1 Company Director

The Company Director is responsible for:

- Overall policy approval;
- Governance oversight;
- Ensuring appropriate controls are implemented.

16.2 Managers

Managers are responsible for:

- Ensuring staff awareness;
- Monitoring compliance;
- Escalating breaches appropriately.

16.3 Employees and Contractors

All employees and contractors are responsible for:

- Complying with this policy;
- Using only authorised systems;
- Maintaining confidentiality;
- Reporting any breaches or concerns immediately.

17. Policy Review

This policy will be reviewed annually or sooner where required due to:

- Legislative changes;
- Operational changes;
- Technology changes;
- Information governance requirements;
- Incident findings or audit outcomes.

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