# 

# Phone scripts

September 2020

# Phone scripts

### When speaking to people on the phone

It is good practice to have a consistent process when talking to people over the phone. A data processing script will help to ensure this.

Note that you may not need to use a full script on every occasion, however you should try to ensure consistency where possible.

# Short phone script

Here is an example of a short script you may want to use.

“Healthwatch [insert name] is an independent champion for people who use health and social care services. We have a legal duty to collect information about the quality of those services and produce reports and make recommendations based on the information we collect. Under the General Data Protection Regulations (GDPR) and the Data Protection Act 2018, we have a lawful basis to process the things you tell us.

We may sometimes ask for information about your health, ethnicity and sexual orientation but you do not have to tell us any information that you do not want to share. Confidentiality is important to us and so we will only keep your data for as long as is necessary. We will not report or share anything that will identify you without your permission.

If you would like to know more about how we use your data, our privacy statement is available on our website [Link URL].”

# Long phone script

This is a longer, more in-depth script that you may need to use when conducting in depth interviews. You should be ready to discuss further and answer any questions that may arise.

“Healthwatch has a legal duty to collect information about the quality of health and social care services, including how services can be improved. Healthwatch also have a legal duty to produce reports and make recommendations based on the information we collect. The duties are set out in the Health and Care Act 2012 and are part of our ‘public functions’.

Under the General Data Protection Regulations (GDPR) and the Data Protection Act 2018, we have a lawful basis to process the things you tell us (your personal data). Our lawful basis for processing the data you provide is ‘necessary for a public function’.

Some more sensitive types of data are called special category data and we must do additional checks to make sure we treat these sensitively and respectfully. Special category data includes information about your health, ethnicity and sexual orientation, for example. We only ask for special category data when necessary. Some special category data we ask for because we have a legal duty to do so (e.g. equalities monitoring) but you do not have to tell us any information that you do not want to share with us.

If we ask for information about your health and any medical diagnosis you may have, this is because it will help us to understand the context of what you are telling us. We process this in line with Schedule 1 of the Data Protection Act 2018 and have very strict controls about who can access this information and what they can do with it. Confidentiality is really important to us.

We will not report or share anything you tell us in a way that enables you to be identifies without getting your permission first. This is why we ask you to share your contact details with us. Having your contact details also means we are bel to contact you if we need clarification from you when we are writing or reports.

If you would like to know more about how we use your data, our privacy statement is available on our website. We can post you a printed copy of this privacy notice if you ask us to.” [[1]](#footnote-1)

1. Healthwatch Tameside Data Processing Script [↑](#footnote-ref-1)