

SAXON SPIRES PRACTICE

P0070 v 1 – February 2026

X-on Surgery Connect Privacy Notice

Introduction to our Telephone System

Saxon Spire Practice uses an NHS-approved cloud-based telephony system provided by X-on Surgery Connect. This system processes personal data to ensure the efficient delivery of healthcare services and to maintain a secure record of communications between the practice and our patients.

Call Recording

All telephone calls (incoming and outgoing) are recorded for the following purposes:-

Patient Safety and Clinical Accuracy. To ensure a clear record of any clinical advice given or requested.

Staff Training and Quality Assurance. To monitor the quality of service provided and identify areas for improvement.

Dispute Resolution. To provide an evidence base in the event of a complaint or medico-legal concern.

These recordings are managed in accordance with strict NHS data protection rules and are stored securely within the X-on Surgery Connect environment. Access to recordings is strictly limited to authorised practice staff for the purpose defined above.

Consultations and Record Keeping

The X-on Surgery Connect system may also be used by clinicians during consultations to assist with accurate record-keeping. This would be done with individual patient consent and in accordance with the Practice Policy.

Data Minimisation

We only record information that is necessary for your continued care.

Data Security and Third-Party Processing

X-on (as the Data Processor) operates under a Data Processing Agreement with the practice (the Data Controller). They must adhere to high standards of security and confidentiality as required by the UK General Protection Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

For detailed information on how X-on Surgery Connect manages, stores, and protects data, please visit X-on Health Trust Centre at X-on Health Trust Centre.

Your Rights

Under Data Protection Law, you have the right to access a copy of your personal data (including call recordings, where applicable).

Dr Julia Boon – Dr Chander Nayar – Dr Julia Railson – Dr Christopher Lovatt
Dr Neal Kennedy – Dr Anish Patel – Dr Neil Roberts – Dr Robert White