Guidance for sharing personal information by PHONE

Confirm the name, job title, department and organisation of the person requesting the information

Confirm the reason for the request if appropriate

Take a contact telephone number e.g. main switchboard number (never a direct line or mobile telephone number)

Check whether the information can be provided. If in doubt, tell the enquirer you will call them back

Provide the information only to the person who has requested it (do not leave messages).

Ensure that you record your name, date and the time of the disclosure, the reason for it and who authorised it.
Also record the recipient's name, job title, organisation and telephone number.

This Guidance relates to Data Protection Principle 7 and Caldicott Principle 4

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