



## Data Protection Privacy Notice

In providing your dental care and treatment, we will ask for information about you and your health. Occasionally, we may receive information about other providers who have been involved in providing your care. This privacy notice describes the type of personal information we hold, why we hold it and what we do with it.

183dental complies with the Data Protection Act (1998) and General Data Protection Regulations (GDPR) 2018. This means that we will ensure that your information is processed fairly and lawfully.

### Information we collect

We may collect the following information about you:

- Personal details such as your name, date of birth, national insurance number, NHS number, address, telephone number and email address.
- Details of the fees we have charged, the amounts you have paid and some payment details
- Information about your dental and general health, including:
  - Clinical records may be shared by Dentists and other Dental professionals involved in your care and treatment
  - X-rays, clinical photographs, digital scans of your mouth and teeth, and study models
  - Medical and Dental histories
  - Treatment plans and consent
  - Notes of conversations with you about your care
  - Dates of your appointments
  - Details of any complaints you have made and how these complaints were dealt with
  - Correspondence with other health professionals and institutions

Dr. David Baker and Dr. Emma Redmond are responsible for keeping secure information about you that we hold.

Our data protection officer, Mr. Richard Baker LLB (Hons), ensures that the practice complies with data protection requirements to ensure that we collect, use, store and dispose of your information responsibly.

Those at the practice who have access to your information include Dentists and other Dental professionals involved with your care and treatment, the reception staff, and the practice manager who are responsible for the management and administration of the practice. Your personal information is carefully protected by the staff at this practice, all the staff are required to sign a confidentiality statement upon commencement of employment, and this is regularly reviewed.

## How do we use your information?

To provide you with dental care and treatment that you need, we require up-to-date and accurate information about you.

We currently have a child's only NHS contract. In order to process NHS dental claims with the NHS Business Service Authority, we will need to share information of children and young adults under the age of 18 years that have been treated.

We will seek your preference for how we contact you about your dental care. Our usual methods are by telephone, email or letter.

We may use your contact details to inform you of products and services available at our practice, but only if you have consented for us to do so.

## Sharing information

Your information is normally used only by those working at the practice but there may be instances where we need to share it- for example, with:

- Your doctor
- The hospital or community services or other health professional caring for you
- NHS payment authorities
- Private dental schemes of which you are a member including Denplan.

We will only disclose your information on a need-to-know basis and will limit any information that we share to a minimum.

In certain circumstances or if required by the law, we may need to disclose your information to a third party not connected with your health care, including HMRC or other law enforcement or government agencies.

## Keeping your information safe

At present, your personal information is recorded on dental cards which are stored in locked filing cabinets in a designated locked room. We also store your personal information on a secure central computer. Your information cannot be accessed by those who do not work at the practice; only those working at the practice have access to your information. They understand their legal responsibility to maintain confidentiality and follow practice procedures to ensure this.

We take precautions to ensure security of the practice premises, the filing systems and computers. We are in the process of updating our computer system so that all dental records will be only stored on the computer. This new system will have a secure audit trail and will be backed up routinely. All staff will have a unique password for each computer that will be changed regularly. Data will be encrypted and computer terminals will be closed if unattended. This new system is due to come into effect in July 2018.

We keep your records, x-rays and study models for 11 years after the date of your last visit to the practice, after you cease to be a patient at the practice, or until you reach the age of 25 years whichever is the longer.

## Access to your information and other rights

You have a right to access the information that we hold about you and to receive a copy. You should submit your request to the practice in writing or by email. We do not usually charge you for copies of your information; if we pass on a charge, we will explain the reasons.

You can also request us to

- Correct any information that you believe is inaccurate or incomplete. If we have disclosed that information to a third party, we will let them know about the change.
- Erase information we hold although you should be aware that, for legal reasons, we may be unable to erase certain information (for example, information about your dental treatment).
- Stop using information- for example, sending you reminder about for appointments or information about our service.
- Supply your information electronically to another dentist.

## If you do not agree

If you do not wish us to use your personal data as described, you should discuss the matter with your dentist. If you object to the way that we collect and use your information, we not be able to continue to provide your dental care.

If you have any concerns about how we use your information and you do not feel able to discuss it with your dentist or anyone at the practice, you should contact The Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF (03031231113 or 01625545745).

24<sup>th</sup> May 2021

Reviewed annually