



## **Data Protection policy**

This practice complies with the General Data Protection Regulations 2018 and this policy describes our procedures for ensuring that personal information about patients is processed fairly and lawfully.

### **What personal data do we hold?**

To provide you with a high standard of dental care and attention, we need to hold personal information about you. This personal data includes:

- Your past and current medical and dental condition; personal details such as you age, national insurance number/NHS number, address, telephone number and your general medical practitioner
- Radiographs, clinical photographs and study models
- Information about the treatment that we have provided or propose to provide and its cost
- Notes of conversation/incidents about your care, for which a record needs to be kept
- Records of consent to treatment
- Correspondence relating to you with other health care professionals, for example in the hospital or community services
- CCTV footage
- Call recordings.

### **Why do we hold information about you?**

We need to keep comprehensive and accurate personal data about our patients in order to provide them with safe and appropriate dental care.

### **How we process the data**

We will process personal data that we hold about you in the following way:

- To provide you with the dental care and treatment that you need, we require up-to-date and accurate information about you
- We may contact you to conduct patient surveys or to find out if you are happy with the treatment you received for quality control purposes
- We will seek your preference for how we contact you about your dental care. Our usual methods are telephone, email or letter

- If we wish to use your information for dental research or dental education, we will discuss this with you and seek your consent. Depending on the purpose and if possible, we will anonymise your information. If this is not possible, we will inform you and discuss your options
- We may use your contact details to inform you of products and services available at our Practice
- We have CCTV at the practice for the purposes of patient and staff safety and training and monitoring.

### **Retaining information**

We will retain your dental records while you are a practice patient and after you cease to be a patient for at least 11 years or for children until age 25, whichever is the longer.

### **Security of information**

Personal data about you is held in the practice's computer system. The information is not accessible to the public; only authorized members of staff have access to it. Our computer system has secure audit trails and we back up information routinely.

### **Disclosure of information**

To provide proper and safe dental care, we may need to disclose personal information about you to:

- Your general medical practitioner
- The hospital or community dental services
- Other health professionals caring for you
- NHS payment authorities
- The Inland Revenue
- The Benefits Agency, where you are claiming exemption or remission from NHS charges
- Private dental schemes of which you are a member

Disclosure will take place on a 'need-to-know' basis, so that only those individuals/organizations who need to know in order to provide care to you and for the proper administration of Government (whose personnel are covered by strict confidentiality rules) will be given the information. Only the information that the recipient needs to know will be disclosed.

In the very limited circumstances or when required by law or a court order, personal data may have to be disclosed to a third party not connected with your health care. In all other situations, disclosure that is not covered by this Code of Practice will only occur when we have your specific consent.

Where possible you will be informed to these requests for disclosure.

### **Access**

You have the right to access that we hold about you and to receive a copy. Access may be obtained by making a request in writing. We will provide a copy of the records within 30 days of receipt of the request.

### **If you do not agree**

If you do not wish personal data that we hold about you to be disclosed or used in the way that is described in this Code of Practice, please discuss the matter with your dentist. You have the right to object, but this may affect our ability to provide you with dental care.

Updated: 03/10/2022

Next update: October 2023