

## Privacy Notice to Patients

### We will keep your records safely

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

### What personal information do we need to hold?

- Your past and current medical and dental condition; personal details such as your age, address, telephone number and your general medical practitioner.
- We may need to request details of your NHS number in relation to referrals to hospital services.
- Radiographs, clinical photographs and study models.
- Information about the treatment that we have provided or propose, and its cost.
- Notes of conversations or incidents that might occur, for which a record needs to be kept.
- Records of consent to treatment.
- Any correspondence relating to you with other health care professionals, for example in the hospital or community services.

### Why do we hold this information?

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

### Retaining information

We are required to retain your dental records, X- rays and study models while you are a patient of this practice and after you cease to be a patient, for at least eleven years or until age 25, whichever is the longer.

### Security

Your information is held in the practice's computer system and/or in a secure manual filing system. The information is only accessible to authorised personnel. Personal information will not be removed from this practice without the patient's authorised consent.

Your personal information is carefully protected by the staff at this practice. All access to information is held securely and can only be accessed by regularly changed passwords. Data is encrypted and computer terminals are closed if unattended.

### When we may need to disclose your information

In order to provide proper and safe dental care we may need to disclose your information to:

- Your general medical practitioner
- The hospital or community dental services

- Other health professionals caring for you
- Private dental schemes of which you are a member.

Disclosure will take place on a 'need-to-know' basis, so that only those individuals or organisations 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 information that the recipient needs to know will be disclosed.

In 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 of these requests for disclosure.

### **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 your information – for example, sending you reminders 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 information as described, you should discuss the matter with your dentist. If you object to the way that we collect and use your information, we may 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 (0303 123 1113 or 01625 545745).