

## Your Rights

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### You have the right to:

- Be informed about the personal data we hold and why we hold it.
- Access a copy of your data that we hold by contacting us directly: we will acknowledge your request and supply a response within one month or sooner.
- Check the information we hold about you is correct and to make corrections if not
- Have your data erased in certain circumstances. For example, if you ask us to, delete some contact details and other non clinical information.
- Request that we stop using your information—for example, sending you reminders for appointments or information about our service.
- Transfer your data to someone else if you tell us to do so and it is safe and legal to do so.
- Tell us not to actively process or update your data in certain circumstances.

## How Do We Keep Your Information Secure?

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- Personal data about you is held in the practice's computer system and/or in a manual filing system. The information is not accessible to the public and only authorised members of staff have access to it.
- Staff are trained in their legal responsibilities under the General Data Protection Regulations and practical procedures for maintaining confidentiality.
- We take precautions to keep the practice premises, filing systems and computers physically secure. Our computer system has secure audit trails and we back up information routinely.

## How Long Do We Keep Your Information For?

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- We will store patient data for as long as we are providing care, treatment or recalling patients for further care. We will archive (that is, store it without further action) for as long as is required for legal purposes. This is for at least 10 years or for children until age 25, whichever is the longer. At your request we will delete some non-essential contact details before the end of this period.

## Further Information

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If you would like to know more about how we use your information or if, for any reason, you do not wish to have your information used in any of the ways described in this leaflet please speak John Gamon, Practice Principal or Victoria Gamon, Practice Manager.

If you are not happy or wish to raise a concern about our data processing

You can complain in the first instance to us or our Data Protection Officer, and we will do our best to resolve the matter.

If this fails, you can contact the Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF (0303 123 1113 or 01625 545745)

**Our guiding principle is that we are holding your records in strict confidence**

**If you would like a large print version or a translation of this leaflet in a foreign language, please ask a member of staff.**



## DATA PRIVACY NOTICE

In providing your dental care and treatment we will ask for information about you and your health. Occasionally, we may receive information from other providers who have been involved in providing your care.

This Privacy Notice explains what personal information the practice holds, why we hold and process it, who we might share it with, and your rights and freedoms under the Law.

John and Victoria Gamon are responsible for keeping secure the information about you that we hold. Those at the practice who have access to your information include dentists and other dental professionals involved in your care and treatment, and the reception staff responsible for the management and administration of the practice.

Our Data Protection Officer (DPO), Judith Puttock, ensures that the practice complies with data protection requirements to ensure that we collect, use, store and dispose of your information responsibly. If you wish to speak to our DPO please contact the Practice.

## Why We Collect and Process Information About You

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**“Process” means we obtain, store, update and archive data.**

- Patient data is held for the purpose of providing patients with appropriate, high quality, safe and effective dental care and treatment.

**They may be written down (manual records), or held on a computer. The records may include:**

- Contact details e.g. Name, date of birth, address, telephone number, email address
- Clinical records made by dentists and other dental health professionals involved in your care and treatment

- Medical and dental histories
- X-rays, clinical photographs, digital scans of your mouth and teeth and study models
- Notes of conversations with you about your care
- Dates of your appointments
- Records of consent to treatment
- Details of any complaints you have made and how these complaints were dealt with
- Any correspondence with you and other health professionals or institutions.
- Fees we have charged, the amounts you have paid and some payment details
- Statutory forms required under the terms of the NHS to allow payments to be processed.

## What Is the Lawful Basis for Processing Personal Data?

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### **The Law says we must tell you this:**

- We hold patients' contact details to allow us to fulfil our contract with you to provide appointments. We will also use the information to send you reminders and recall appointments as we have a legitimate interest to ensure your continuing care and to make you aware of our services.
- We collect and use dental records to allow us to fulfil our contract with you to discuss your treatment options and provide dental care that meets your needs. It is also used for the legitimate interest of ensuring the quality of the treatment we provide.
- We hold financial information as part of our contractual obligation to you to provide dental care and allows us to meet legal financial requirements.
- Also, we must hold data on NHS care and treatment as it is a Public Task required by law.

## How Your Data Is Used

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### **Your records are used to guide and administer the care you receive to ensure:**

- Your dentist has accurate and up to date information to assess your oral health and decide what treatment you need.
- Full information is available should you see another dentist at the Practice or be referred to a Specialist or hospital clinic.
- Your concerns can be properly investigated if you need to complain.
- We are able to review the care we provide to ensure it is of the highest standard
- We are able to provide the NHS with statistical data
- We are able to claim costs from the NHS for your treatment

## Who Might We Share Your Data With?

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### **We can only share data if it is done securely and it is necessary to do so. In order to provide proper and safe dental care, we may need to share personal information about you to:**

- Your GP or other healthcare professionals who need to be involved in your care (for example if we refer you to a specialist or need laboratory work undertaken).
- NHS payment authorities and the Department for Work and Pensions and its agencies, where you are claiming exemption or remission from NHS charges
- Private dental schemes of which you are a member.
- We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on.

### **Anyone who receives information from us is also under a legal duty to keep it confidential**

We are required by law to report certain information to the appropriate authorities.

This is only provided after formal permission has been given by your Dentist. Occasions when we must pass on information include:

- Where we encounter infectious diseases which may endanger the safety of others, such as meningitis or measles (but not HIV/AIDS)
- Where a formal court order has been issued. Where possible you will be informed of these requests for disclosure

## National Data Opt-Out Policy

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Hetton Dental Practice is one of many organisations working in the health and care system to improve care for patients and the public.

Whenever you use a health or care service (A&E or community care services, for example), personal information is collected and stored on your patient record to ensure that you receive the best and most appropriate care and treatment. Information about your health and care is confidential and can only be used where allowed by law. Mostly, information used for research and planning is anonymised so that you cannot be identified; your confidentiality is maintained.

You can choose whether you want your confidential information to be used in this way. If you are happy with this use of your information, you do not need to do anything. If you wish to opt out, your confidential information will be used only to support your individual care.

You can register your choice and find out more at [nhs.uk/your-nhs-data-matters](https://nhs.uk/your-nhs-data-matters)  
You can change your choice at any time.

Your information will not be shared with insurance companies or used for marketing purposes without your specific agreement.