

Data Privacy Notice for Patients

The Dental Centre Cowplain Ltd

We are a Data Controller under the terms of the Data Protection Act 2018. We are registered with the Information Commissioner No: 00016660855

This **Privacy Notice** explains what patient 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.

Our Contact Details	
Practice name and address:	<i>The Dental Centre, 49a/b London Road, Cowplain, Waterlooville, Hants, PO8 8UJ</i>
Practice telephone number(s):	<i>02392 262045</i>
Practice e-mail address:	<i>thedentalcentre@hotmail.co.uk</i>
Practice website:	<i>cowplainedentalcentre.co.uk</i>
Person responsible for Data Protection queries:	<i>Dr Wiekus du Toit (Principal Dentist)</i>

What types of patients' Personal Information do we hold?

The practice holds patients' Personal Information in the following categories:

- Name, identity, (e.g. date of birth) and contact details.
- Family details including anyone who may need to give consent for your care.
- Medical history, your GP's details, [your NHS number]
- Dental history, records of treatment provided, x-rays and photographs.
- Information from other providers involved in your care.
- Dates of your appointments including any that are cancelled or that you have not attended.
- Financial information in connection with your care.
- Correspondence relating to your care with you or with other healthcare professionals.
- Details of any complaints that you have made and how we dealt with them.

Why do we process patients' Personal Information? (What is the "purpose"?)

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“Process” means we obtain, store, update and archive your Information.

Patients’ Personal Information is held for the purpose of providing patients with appropriate, high quality, safe and effective dental care and treatment and the maintenance of accurate records.

Other reasons for storing your information:

- **Research or educational purposes**

We may also use your information for research or educational purposes. If we wish to do this we will discuss the details with you and seek your consent. Whenever possible this information will be anonymised.

What is the Lawful Basis for processing your Personal Information?

The Law says we must tell you this.

We hold patients’ Personal Information because it is in our **Legitimate Interest** to do so. Without holding the Information we cannot provide your care and treatment effectively. [Also, we must hold information on NHS care and treatment as it is a **Public Task** required by law].

What do we do with your Information?

We will only share your information if it is done securely and it is necessary for us to do so.

- Your personal information may be securely shared with other healthcare professionals who need to be involved in your care (for example if we refer you to a specialist, need laboratory work undertaken or need to consult with your doctor)
- There may be times when we are need to disclose relevant information to third parties not involved in your care for example:
 - A debt collection agency (if fees owing remain unpaid)
 - HMRC.
 - Other Law enforcement or government agencies
- We may also share your personal information securely to third parties where we are required by law or regulation to do so. This may include:
 - The General Dental Council
 - The Care Quality Commission *[or relevant Regulatory body]*
 - Dental payment plans or insurers
 - NHS Bodies if NHS dental care and treatment is provided

How do we store your Information?

Your Information is stored securely at the practice on protected computer systems. Computer information is backed up regularly and may be securely stored away from our premises.

We will keep your Information for as long as you are having dental care and treatment from us or ask us to remind you or send you future appointments. Otherwise we will archive it (that is, store your Information without processing it) for as long as the NHS or other trusted experts advise. For fifteen years from your last contact with us or until you are age 25 if you are 16 and under, or age 26, if aged 17 when treatment finished).

What are your data protection rights?

Under data protection law you have the right to:

- Be informed about the personal information we hold and why we hold it.
- Have 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, without charge.
- Check the information we hold about you is correct and if not to make corrections.
- Have some of your data erased in certain circumstances.
- Transfer your information 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 information in certain circumstances.

What if you are not happy or wish to raise a concern about our processing of your Information?

You can complain in the first instance to us, the Practice Manager Christine Bristow, at The Dental Centre, 49ab London Road, Cowplain, Waterlooville, PO8 9TZ and we will do our best to resolve the matter.

If you do not agree to the use of your information as described, it may not be possible for us to continue to provide your dental care.

If this fails, you can complain to the Information Commissioner at:

- www.ico.org.uk/concerns, by calling 0303 123 1113, or by writing to: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Data Opt-Out Policy England

How the NHS and care services use your information

The Dental Centre 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, such as attending Accident & Emergency or using Community Care services, important information about you is collected in a patient record for that service. Collecting this information helps to ensure you get the best possible care and treatment. The information collected about you when you use these services can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with:

- Improving the quality and standards of care provided
- Research into the development of new treatments
- Preventing illness and diseases
- Monitoring safety
- Planning services

This may only take place when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is **only used** like this where allowed by law.

Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn't needed.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care. To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters. On this web page you will:

- See what is meant by confidential patient information
- Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care
- Find out more about the benefits of sharing data
- Understand more about who uses the data
- Find out how your data is protected
- Be able to access the system to view, set or change your opt-out setting
- Find the contact telephone number if you want to know any more or to set/change your opt-out by phone
- See the situations where the opt-out will not apply

You can also find out more about how patient information is used at:

<https://www.hra.nhs.uk/information-about-patients/>(which covers health and care research); and

<https://understandingpatientdata.org.uk/what-you-need-know>(which covers how and why patient information is used, the safeguards and how decisions are made)

You can change your mind about your choice at any time.

Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement.

Health and care organisations have put systems and processes in place so they can be compliant with the national data opt-out and apply your choice to any confidential patient information they use or share for purposes beyond your individual care.

Our practice only uses your personal health data to provide individualised care to you and does not disclose your data for any other purposes. The national data opt-out does not apply to our usage of your data and we are compliant with the policy.