

Privacy Notice for patients

At Ravenshead Dental Practice we are a Data Controller under the terms of the Data Protection Act 2018. We are registered with the Information Commissioner No: Z3179284.

We strive to deliver excellent dental care to our patients. In order to do this we will need to ask for, and hold personal information. This privacy notice is designed to describe the types of personal information that we hold, how we hold it and why we need to as well as to promote transparency and offer you, 'the data subject' more control. A copy of this privacy policy is available to our patients upon request and can also be downloaded from our practice website. Requests can be made in writing, over the telephone or via email.

Ravenshead Dental Practice
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Ravenshead
Nottingham
NG15 9BD
01623 792186
info@ravensheaddental.com

All patients have the following personal data rights:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure (clinical records must be retained for a certain time period)
- The right to restrict processing
- The right to data portability
- The right to object

For more details go to the Information Commissioners Website <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Types of information:

We may ask you for the following information:

- Personal details such as name, address, date of birth, telephone and email address.
- Information about your past and current dental health, including a dental questionnaire.
- Information about your past and current general health including a medical history.
- We will hold digital, clinical records made by our dentists and other dental professionals involved with your care; these may involve radiographs and/or scans.
- If you have been a patient of the practice prior to 2012 we may also hold paper records which we are legally obliged to hold for a minimum of 11 years after your last attendance to the practice or after the age of 25 years.
- We may hold study models which are not accessible to patients.

- If you have agreed and consented to clinical photographs then these will also be stored. These clinical photographs may be used for dental research and/or promotional purposes such as social media sites, so long as consent has been obtained.
- Treatment plans, estimates and consent forms.
- Details of any communications/discussions of any aspect of your dental care so long as we find it to be relevant to your dental care.
- A log of any planned, attended, missed or cancelled appointments.
- Details of any complaints, suggestions and general feedback and the outcomes of them.
- Financial history of payments made (computerised and paper records), payment methods, refunds including dates (please note, we do not store any bank details).
- Correspondence from other health professionals regarding referrals to specialists or hospital consultants.

We have a data protection officer who ensures that we respect your rights and follow the law. Dr Laurie Carlson Hedges is our data protection officer and is therefore responsible for keeping all of the above information secure. He will ensure that the practice and all staff members comply with the Data Protection Act 2018 and General Data Protection Regulation (GDPR) by ensuring that we collect, use, store and dispose of your information in the correct manner.

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. .

How we use the information that we hold of you:

- We use it as a basis to provide you with the individual dental care and treatment that you need/require
- Management and improvement of services to you
- To correspond with other healthcare professionals on your behalf and with your consent.
- To correspond with laboratory technicians on your behalf and with your consent.
- To communicate with you about all aspects of treatment.

We will seek your preferred method of contact, these are usually by telephone, sms, letter or email.

As above, if we wish to use any of your information for research, education or promotional purposes we will always seek and obtain your consent, wherever possible this will also be anonymous.

Sharing information:

- We may share your information in connection to your dental treatment, as always, when we share any information with anyone who is not part of our company, it will always be restricted to a 'need to know basis'.
- Examples of people who we may share your information with, are:
 - NHS
 - Denplan
 - Your GP
 - Dental Laboratories
 - Hospital, community or other healthcare professionals who are providing care for you, for example if you have been referred to a specialist.
- In certain circumstances or if required by law, we may need to disclose your information to a third party not connected to your healthcare.

Keeping information safe:

- We store your personal information securely on our practice computer system with is password protected and has a time out function.
- Paper records are stored in a room which cannot be accessed by any persons other than staff members.

- All study models are kept in a staff only area also.
- Only staff working at the practice has access and authorisation to your records and personal information. All staff have received training and understand their individual and legal responsibility to maintain confidentiality and have a clause within their staff contract.
- We take measures to ensure security of the practice premises, computer systems and filing systems.
- We have operational CCTV installed throughout the practice.
- We use specialist dental software, we run regular updates and computers are multiply backed up.
- As a requirement of law we are obliged to keep records for a minimum of 11 years after the date of your last visit, or until you reach 25 years, whichever is the longer.

Your rights:

- You have a right to access copies of the information that we hold of you. If you wish to do so please submit your request in writing by letter or email to Dr Laurie Carlson-Hedges on the address/email address above.
- This is usually a free service at Ravenshead Dental Practice, only in exceptional circumstances will there be a fee and if so we will explain our reasons to you.

You can also request us to:

- Correct any incorrect information that we hold for you.
- Erase information that we hold for you (please be aware that due to legal requirements, we are unable to erase some information).
- Stop using your details to contact you.
- Pass over information to another dentist.

If you have any queries or object to any of the above then we would encourage you to get in touch by any methods as mentioned above, to discuss the matter. If you feel unable or unwilling to discuss it with us then you can contact the Information Commissioners Office, their helpline number is 0303 123 1113. Alternatively visit their website for more information <https://ico.org.uk/global/contact-us/>