

Data Protection and Privacy Notice for Patients

Family Dental Centre complies with the Data Protection Act (2017) and the requirements of the EU General Data Protection Regulation, which ensures that your Personal Identity Information (PII) is processed fairly and lawfully.

This Notice explains what Personal Identity Information the practice holds, why we hold and process it, who we might share it with, how long we store it, and your rights and freedoms under the law.

What PII do we need to hold?

- Past and present details of your medical and dental condition; personal details such as DOB, address, GP name and address, telephone number, email address.
- NHS number for referrals to local hospitals.
- Radiographs, clinical photographs and study models.
- Notes of conversations or incidents that may occur for which a record needs to be kept.
- Information regarding treatment that we have provided, cost and payments made.
- Records of consent obtained for treatments.
- Any correspondence that we have received from other Healthcare Professionals.

Why do we need to hold this information?

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

How do we process your data?

We will process personal data that we hold in the following ways:

Retaining information

We have procedures in place to ensure that personal data is regularly reviewed, updated and deleted in a confidential manner when no longer required. We retain patient's records while they are a patient at the practice, and after they cease to be a patient, for at least 11 years, or for children until the age of 25, whichever is longer.

Security of information

Personal data about patients is held on a secured practice computer system, the information is not accessible to the public and only authorised members of staff have access to it. The system is password protected, has secure audit trails and we take off-site encrypted backups on a daily basis.

Disclosure of information

In order 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 benefits agency, where you are claiming exemption or remission from

NHS charges

- Private dental schemes of which you are a member

Disclosure will only take place on a 'need to know basis, so that only those individuals and organisations who need to know in order to provide dental care to you and the proper administration of Government will be given this information.

In very limited circumstances or when required by law or a court order, personal data may be disclosed to a third party not connected with your healthcare.

Individual's rights in relation to personal data

You have the following rights:

- The right to be informed about the data we hold and why we hold it
- The right of access to your data that we hold by contacting us directly: we will acknowledge your request and supply a response within one month or sooner
- The right to rectification: check the information we hold about you is correct and to make corrections if not
- The right to erasure in certain circumstances (clinical records must be retained for certain time periods)
- The right to restrict processing
- The right to Data portability: transfer your data to someone else if you tell us to do so and if it is safe and legal to do so
- The right to object: you can object to your personal information being used for direct marketing, profiling and research

Information access requests

You have the right of access to the data that we hold about you and receive a copy.

Access may be obtained by making a request in writing. We will provide you with a copy of your 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, please discuss this matter with your dentist. You have the right to object

and you are allowed to withdraw consent at any time, but this may affect our ability to provide you with dental care.

Complaints

Please contact the Practice Manager at the practice if you have a complaint about your data processing on 0121 373 5855 or 0121 382 2880 or by writing to Family Dental Centre, 404 Kingstanding Road, Birmingham, B44 8LD.

If you are unhappy with our response or if you need advice then you should contact the Information Commissioners Office. Their telephone number is 0303 123 1113 or you can chat online with an advisor, or you can visit their website for further information.