**Chapel House dentistry**

**Data protection privacy notice for patients**

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 describes the type of personal information we hold, why we hold it and what we do with it, following the principles of the 2018 Data Protection Act.

**About us**

We are Chapel House dentistry operating at 74 St Owen Street-Hereford-HR1 2QD

Brent Rubery Data Protection Lead is 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 with your care and treatment, and the reception staff responsible for the management and administration of the practice.

**Information that we hold**

We can only keep and use information for specific reasons set out in the law. If we want to keep and use information about your health, we can only do so in particular circumstances. Below, we describe the information we hold and why, and the lawful basis for collecting and using it.

**The purpose of collecting and storing personal data about you is to ensure we can**:

* Provide, appropriate, safe and effective dental care, treatment and advice for you.
* Fulfil any contracts we hold in relation to your care.
* For business administration of your care.

The personal data we process (processing includes obtaining the information, using it, storing it, securing it, disclosing it, and destroying it) for you includes:

**Contact details**

We hold personal information about you including your name, date of birth, address, telephone numbers and email address. This information allows 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.

**Dental records**

We hold information about your dental and general health, including

* Clinical records made by dentists and other dental professionals involved with your care and treatment
* X-rays, clinical photographs, digital scans of your mouth and teeth, and study models
* Medical and dental histories including details of an emergency contact
* Treatment plans and consent
* Notes of conversations with you about your care
* Dates of your appointments
* Family group members.
* Payment plan details.
* Financial information.
* Credit cards receipts.
* Details of any complaints you have made and how these complaints were dealt with
* Correspondence with you and other health professionals or institutions.

**Legal basis for processing data held about patients**

We collect and use this information to allow us to fulfil our contract with you to discuss your treatment options and provide dental care that meets your needs.

We also use this information for the legitimate reason of ensuring the quality of the treatment we provide through Quality Assessment Audits

To provide you with the dental care and treatment that you need, we require up-to-date and accurate information about you.

We may contact you to conduct patient surveys or to find out if you are happy with the treatment you received for quality control purposes.

We will seek your preference for how we contact you about your dental care. Our usual methods are telephone, email or letter.

**Financial information**

We hold information about the fees we have charged, the amounts you have paid and some payment details. This information forms part of our contractual obligation to you to provide dental care and allows us to meet legal financial requirements.

**Sharing information**

At Chapel House Dentistry sensitive personal information relating to our patients is only used to provide dental care for the individual. It is never shared for research purposes or any non-clinical need. The National Opt-out Policy introduced in March 2020 is therefore not operated at our practice on this basis.

Should we change our policy to use information for a non-clinical purpose or a research project, we would then introduce the National Opt-out policy.

**Disclosure to third parties**

The information we collect, and store will not be disclosed to anyone who does not need to see it.

We will share your personal information with third parties when required by law or to enable us to deliver a service to you or where we have another legitimate reason for doing so. Third parties we may share your personal information with may include:

* The hospital or community dental services or other health professionals caring for you
* Your doctor
* Specialist dental or medical services to which we may refer you
* Dental laboratories
* Debt collection agencies
* Private dental schemes of which you are a member.
* Regulatory authorities such as the General Dental Council or the Care Quality Commission.
* Dental payment plan administrators.
* Insurance companies.
* Loss assessors.
* Fraud prevention agencies.
* In the event of a possible sale of the practice at some time in the future.

We will only disclose your information on a need-to-know basis and will limit any information that we share to the minimum necessary. We will let you know in advance if we send your medical information to another medical provider and we will give you the details of that provider at that time.

We may also share personal information where we consider it to be in a patient’s best interest or if we have reason to believe an individual may be at risk of harm or abuse.

In certain circumstances or if required by law, we may need to disclose your information to a third party not connected with your health care, including law enforcement or government agencies.

**Keeping your information safe**

We store your personal information securely on our practice computer system as well as in a locked secure manual filing system. Your information cannot be accessed by those who do not work at the practice; only those working at the practice have access to your information. They understand their legal responsibility to maintain confidentiality and follow practice procedures to ensure this.

We take precautions to ensure security of the practice premises, the practice filing systems and computers.

We use high-quality specialist dental software to record and use your personal information safely and effectively. Our computer system has a secure audit trail and we back-up information routinely.

We keep your records for 11 years after the date of your last visit to the Practice or for children until the age of 25 years, whichever is the longer. At your request, we will delete non-essential information (for example some contact details) before the end of this period.

**Access to your information and Personal privacy rights**

Under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, you have a right to access the information that we hold about you and to receive a copy. 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 some of the information we hold. For legal reasons, we may be unable to erase certain information (for example, information about your dental treatment). However, we can, if you ask us to, delete some contact details and other non-clinical information.
* Stop using your information – for example, sending you reminders for appointments.
* Stop using information if you believe the information is inaccurate or you believe we are using your information illegally.
* Supply your information electronically to another dentist.

Your personal data is not transferred outside the EU.

**Consent**

Chapel House dentistrywill also obtain specific, opt in consent from you for Treatment and referral to other providers

**Withdrawal of consent**

After you have given your opt in consent you have a right to withdraw your consent at any time. All requests should be made by email to our Practice manager telephone 01432 381700 or email chapelhousedentistry@btinternet.com

**Complaints**

You have a right to complain about how we process your personal data. All complaints concerning personal data should be made in person or in writing to Christine Rubery (Registered Manager) All complaints will be dealt with in line with the practice complaints policy and procedures.

**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).

**Issue 6 January 2024 Review January 2025**