

## Privacy Notice for Patients

This privacy notice sets out how Martock Dental Practice uses and protects any information that you give when joining the practice.

The practice is committed to complying with the General Data Protection Regulation (GDPR), the Data Protection Act 2018, GDC, NHS and other standards.

The practice only keep relevant information about employees for the purpose of employment, and about patients to provide them with safe and appropriate dental care.

The person responsible for Data Protection is Sarah Salisbury.

### Our legal basis for processing data is:

- Consent
- Legitimate interest - Processing is necessary for the performance of our care for patients and for the defence of legal claims
- Data relating to your health care records is classed as special category data. Our legal basis for processing this is that it falls under Legal claims or judicial acts and Health and Social Care (Article 9 UK GDPR (f,h)).

Processing is necessary for the purpose of preventative or occupational medicine, for assessing the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or management of health or social care systems and services on the basis of Union or Member State law or a contract with a health professional.

Hard copy and computerised records are stored, reviewed and updated securely and confidentially. Records are securely destroyed when no longer required. Confidential information is only seen by personnel who need to see it and the team is trained on our policies and procedures to keep patient information confidential.

To facilitate patients' health care, the personal information may be disclosed to a dentist, doctor, health care professional, hospital, NHS authorities, HMRC, the Benefits Agency (when claiming exemption or remission from NHS charges) or private dental schemes. CQC has powers under the Health and Social Care Act 2008 to access and use information where they consider this is necessary for them to carry out their functions as a regulator. Where possible inspectors will explain why they are asking to look at certain records. They will consider any concerns and objections raised to them, and whether they can achieve CQC's purpose by accessing the records of someone else. However, CWC relies on its legal powers to access information rather than consent and, therefore may use its powers to access records even in cases where objections have been raised.

More details on how CQC ensure compliance with data protection law (including GDPR) and their privacy statement are available on their website. <https://www.cqc.org.uk/about-us/our-policies/privacy-statement>

In all cases, only relevant information is shared. In very limited cases, such as for identification purposes, or if required by law, information may have to be shared with a party not involved in the

patient's health care. In all other cases, information is never disclosed to such a third party without the patient's written authority.

All confidential information is sent via secure methods. Electronic communications and stored data are encrypted. All computerised clinical records are backed up and encrypted copies are kept off-site. No information or comments about patients are posted on social networking or blogging sites.

Access is strictly controlled and limited to persons who need to have access to information in the course of their duties.

### What type of information do we hold?

- Personal details such as your address, date of birth, phone number and email address
- This is for the provision of dental health care, providing treatment plans, estimates and recalls
- Details of your NHS number and entitlement to healthcare treatment and exemption status if applicable
- Personal details of family members or emergency contact details
- Medical history including your GP's name and address
- Past and present dental history including x-rays and photographs
- Information about the treatment we have proposed and provided along with its price.
- Notes of conversations or incidents that might occur for which a record needs to be kept
- Records of permission or consent for treatment.
- Correspondence to other healthcare professions such as referrals
- Financial information relating to your treatment
- Details of any complaints made

### Why do we need to keep this information?

We need to keep records of personal information regarding our patients in order to provide safe and appropriate dental care and treatment. It is also used to maintain accurate treatment records.

We also need to process personal data about you if we are providing care under NHS arrangements and to ensure the proper management and administration of the NHS.

### Retaining Information

We are required to retain your dental records, X-rays and study models while you are a patient of this practice and after you cease to be a patient for a minimum of 11 years or until the age of 25 (whichever is longer).

There are several other documents that we may collect that have a variety of retention dates, for example, the NHS PR form- used to declare payment exemptions- which needs to be kept for 2 years minimum. We have a retention schedule listing all documents and the timeframes for disposal. Retention periods may be changed from time to time based on business or legal and regulatory requirements.

### Security

Information about you is stored in Martock Dental Practice's computer system and/or in a secure manual filing system. The information is only accessible to authorised personnel. Personal information will not be removed from this practice without the patient's authorised consent.

Your personal information is protected by the staff at Martock Dental Practice. All-access to information is held securely and can only be accessed by a password which routinely changes. Data is encrypted, and computer terminals are locked if unattended.

### Access

You have a right to access the information that we hold about you and to receive a copy. You can make a request by contacting the practice or by emailing.

### Rectification

You have a right to correct any information that you believe is inaccurate or incomplete. Please contact the practice to request a change in information.

### Erasure

You have a right to request that we delete your personal information, although you should be aware that, for legal reasons, we may be unable to erase certain information (for example, information about your dental treatment). Please contact the practice with the request.

### Restriction

You have a right to request us to restrict the processing of your personal information, for example, sending you reminders for appointments or information about our service. Please contact the practice to make this request.

### Portability

You have a right to data portability; this includes supplying your information to another dentist. Please contact the practice for this request.

### Concerns

If you have concerns about how we use information and you do not feel able to discuss it with your dentist or anyone at the practice, you can contact our Data Protection Officer via email at [manager@martockdental.co.uk](mailto:manager@martockdental.co.uk)

You can also seek advice from the Information Commissioners Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, or call them at 0303 123 1113.

### **We may need to disclose your information. In order to provide proper and safe dental care to;**

- Other health professionals caring for you include but are not limited to your general medical practitioner and the hospital or community dental services
- NHS payment authorities
- The Inland Revenue
- The Benefits Agency, where you are claiming exemption or remission from NHS charges.
- Private Dental Schemes
- Should a patient make a complaint or claim, we may need to provide information about the patient, and treatment they have received, to insurers, indemnifiers or legal advisers.

Disclosure will take place when relevant on a need-to-know basis. This means only those individuals or organisations that need to know in order to provide care to you and for the proper administration of government will be given this information. Only information that the recipient needs to know will be disclosed.

In very limited circumstances or when required by law of a court order, personal data may have to be disclosed to a third party not connected with your health care. In all other situations, disclosure that is not covered by this code of practice will only occur when we have your specific consent. Where possible you will be informed of these requests for disclosure.

Approved By: Sarah Salisbury, Lakshmi Kanneganti  
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