

*Greenside Dental Care Code of Practice for Data Protection
Patient Information Leaflet*

KEEPING YOUR RECORDS

This practice complies with the 1998 Data Protection Act and the General Data Protection Regulation (GDPR – Regulation (EU) 2016/679). This policy describes our procedures, as a data controller, for ensuring that personal information about patients is processed and stored fairly and lawfully.

Legal Basis for Processing

We have a 'legitimate interest' for the processing of your data so our organisation can work with order and function. We believe that our patients would anticipate that we would need to do such processing but this processing will not undermine any of your rights. We have conducted Legitimate Interest Assessments which will be reviewed annually.

Special Data under GDPR

Processing is necessary for the purpose of preventative or occupational medicine, medical diagnosis and for the provision of health care.

Consent

As a patient at Greenside Dental Care we will ask you to consent on how we use your data for marketing. If you would like to opt in we will ask you to sign a legal document stating you are happy for this to happen. If not, we will opt you out. You can opt in or out at any time.

What personal data do we hold?

In order to provide you with a high standard of dental care and attention, we need to hold personal information about you. This personal data comprises:

- your past and current medical and dental condition; personal details such as your age, national insurance number/NHS number, address, telephone number and your general medical practitioner
- radiographs, clinical photographs and study models
- information about the treatment that we have provided or propose to provide and its cost
- notes of conversations/incidents that might occur for which a record needs to be kept
- records of consent to treatment
- any correspondence relating to you with other health care professionals, for example in the hospital or community services.

Why do we hold information about you?

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 you in order to provide care under NHS arrangements and to ensure the proper management and administration of the NHS.

How we process the data

We will process personal data that we hold about you in the following way:

Retaining information

We will retain your dental records while you are a practice patient and after you cease to be a patient, for at least eleven years or for children until age 25, whichever is the longer.

Security of information

Personal data about you is held in the practice's computer system and/or in a manual filing systems. The information is not accessible to the public and only authorised members of staff have access to it. Our computer system has secure audit trails and we back up information routinely through Micro Minder Limited. We hold processor certificates for this company which confirm they are compliant with the new GDPR Regulations. Any breaches of information will be reported to the Information Commissioners Office within 72 hours and if it is thought to result in a risk to patients you will be informed of the matter.

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 Inland Revenue
- the Benefits Agency, where you are claiming exemption or remission from NHS charges
- Private dental schemes of which you are a member.

WE WILL NOT PASS YOUR DATA TO ANY THIRD PARTIES FOR ANY MARKETING PURPOSES

Disclosure will take place on a 'need-to-know' basis, so that only those individuals/organisations who need to know in order to provide care to you and for the proper administration of Government (whose personnel are covered by strict confidentiality rules) will be given the information. Only that information that the recipient needs to know will be disclosed.

In very limited circumstances or when required by law or 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.

Access

You have the right of access to the data that we hold about you and to receive a copy. Access may be obtained by making a request in writing. There will be no charge for this service. We will provide a copy of the record within 20 days of receipt of the request and an explanation of your record should you require it.

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 in this Code of Practice, please discuss this with one of our Data Protection Officers. The Officers at the practice are Kirsty Wilson, Louise Taylor and Chris Woods. You have the right to object, but this may affect our ability to provide you with dental care.

