

Leeds City Dentalcare Privacy notice for patients

Data Controller: David Brown

Deputy: Gemma Speight

This notice is intended to inform our patients about what data we hold about them, how we use that information, how it is collected, why we hold it & who we would share it with, your rights as a data subject & your rights to access the data we hold about you.

The personal data we hold about you includes:

- Name, address, date of birth, telephone number & email address.
- Past and current medical & dental conditions, details of your GP, NHS number, X-Rays, clinical photographs & study models.
- Information about treatment we have carried out or propose to carry out and the cost of the said treatment.
- Notes of conversations, incidents which may, or have occurred for which a record needs to be kept.
- Records of consent to treatment.
- Correspondence from other health care professionals relating to you, for example a referral letter from a hospital or clinic to which we have referred you to for dental treatment.
- Your National Insurance number & details of any benefits/exemptions/remissions you are entitled to.

How we collect your information

Your data is collected when you first contact the practice to book an appointment either by telephone or in person & you give the practice your details. Your information may be updated when you attend your appointments, for example you may fill out a medical history questionnaire or you may provide us with a new telephone number.

Why we hold that information:

We need to keep comprehensive and accurate data about you in order to provide you with safe and appropriate dental care. For example, some medical conditions can be affected by dental treatment. It is therefore important we have an accurate and up to date medical history. We also need to know your personal information such as your name & date of birth etc. so that we can identify you and treat you accordingly.

How we use your information

We use your information by storing your records on our practice computer system whilst you remain a patient of the practice, and after you cease to be a patient for at least 11 years or in the case of children up to the age of 25. We view your information when you attend the practice for an appointment, when you contact the practice or when the practice needs to contact you, for example, if we need to notify you of a change of appointment. Your

information would also be used for appointment reminders in the form of a letter, text or email.

Your information will *never* be sold or rented to third parties for the purposes of marketing or otherwise.

Who we would share your information with

From time to time we may have to share your information with another hospital, clinic or dental practice. This would be for the purposes of a referral for treatment that is unable to be carried out at Leeds City Dentalcare. In such cases you will be informed of the need for referral and your consent obtained prior to the referral being sent. Referrals are sent by post, email and through the online NHS referral management system.

We may also have to share your information with private dental schemes of which you are a member. You must provide us with written consent if you wish for us to disclose information about your treatment to your dental insurance provider for the purposes of making a claim. In the case of NHS treatment, details of any treatment you have had, details of any benefits/exemptions or remissions, your name, date of birth, & address will be passed to the relevant NHS payment authority. We may, in rare circumstances have to disclose your data to a third party when required to do so by law or a court order.

Who has access to your personal data?

Current staff such as your dentist, receptionists & nurses have access to your personal data. This access is password protected and is not accessible by the public. Security measures are in place to protect your data, such as antivirus software & firewalls etc.

Sometimes we have to allow our computer software and hardware support companies access to the practice data. This is normally when we have an issue with the computer system that they have to rectify. They, as we, are required to adhere to strict privacy regulations and we have contracts with these organisations which set out legal responsibilities with regards to data protection. They will not sell or transfer your data elsewhere.

What is the Lawful Basis for processing Personal Data?

The Law says we must tell you this:

1. We hold patients' data because it is in our **Legitimate Interest** to do so. Without holding the data we cannot work effectively. [Also, we must hold data on NHS care and treatment as it is a **Public Task** required by law].
2. We hold staff employment data because it is a **Legal Obligation** for us to do so.
3. We hold contractors' data because it is needed to fulfil a **Contract** with us.

Your rights

You have the right to access the information we hold about you in a format that is appropriate to you, for example paper copy of your notes or them being sent to you

electronically. This information must be provided to you within 40 days of a written request being received by us. There is no charge for this service.

You have the right to object to your data being used in the above ways but in some cases it may impact on our ability to provide you with dental care.

When you attend for an appointment you will be asked to check that the information we hold about you is still correct and update it if necessary. We will also ask you for your consent to send you text, email & letter appointment reminders and marketing correspondence. You have the right to opt in or out of such material or change your mind at any time. Please let us know if your preferences change.

Children over the age of 13 have the right to give their own consent to how their data is used. If you are a child over the age of 13 and would like further information please speak to Gemma and she will assist you.

Children under the age of 13 will need to have a parent/guardian consent on their behalf.

If you have any questions please speak to Gemma Speight

If you require this notice in any other format or language please inform one of our staff members.