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GDPR Patient Privacy Notice

Date: May 2018

Review: May 2020

Carleton Dental Practice

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. It is part of our commitment to ensure that we process your personal information/data fairly and legally and in compliance with the General Data Protection Regulations (GDPR) May 2018.

- See RQIA – <https://www.rqia.org.uk>
- See RQIA – Independent Healthcare Regulations (NI) 2011
- See Minimum Standards for Dental care and Treatment – Standards 11, 12 , 13 and 14 <https://rqia.org.uk>RQIA>Resources>
- See ICO – <https://ico.org.uk> and look for GDPR guidance

Carleton Dental Practice – who are we?

We are a mixed dental practice, providing both NHS and private dental treatment.

We have over 8000 patients who are currently registered with us.

We have 18 staff working in our only site at 47 Carleton Street, Portadown BT62 3EP.

Our Data Protection Officer (DPO) is Sharon Carroll, our Practice Manager, and she ensures that the practice complies with data protection requirements to ensure that we collect, use, store and dispose of your information responsibly.

We are governed by the following bodies and legislation:

- Business Services Organisation (BSO) Tel: 0300 555 0113
- General Dental Council (GDC) Tel: 0207 167 6000
- Regulatory and Quality Improvement Authority (RQIA) Tel: 028 9051 7500
- Information Commissioner's Office (ICO) Tel: 028 9027 8757
- Equality Commission Northern Ireland (ECNI) Tel: 028 9050 0600
- GDPR May 2018

Carleton Dental Practice recognises the importance of protecting personal and confidential information in all that we do and we take care to meet our legal and regulatory duties. This notice is one of the ways in which we can demonstrate our commitment to our values and being transparent and open.

This notice also explains what rights you have in relation to the data we hold.

Information that we collect

We may collect the following information about you and this is used to support delivery of appropriate high quality care and treatment. It may also include personal sensitive information such as whether you have a disability, allergies and health conditions. It is important for us to have a complete picture as this information assists staff involved in your care to deliver and provide care, deliver appropriate treatment and care plans to meet your needs.

- Personal details such as your name, date of birth, Health and Care Number, address, telephone number(s) (landline and mobile) and email address
- 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
 - Results of your X-rays
 - Medical and dental histories including lists of medications
 - Treatment plans and consent
 - Notes of conversations with you about your care
 - Dates of your appointments
 - Details of any complaints you have made and how these complaints were dealt with
 - Correspondence with other health professionals or institutions
- Photographic proof of identity which you produce to us e.g. your driving licence
- Proof of NHS dental fees exemption, details of the fees we have charged, the amounts you have paid and some payment details, HSC BSO HS45PR forms
- Copies of any account letters dealing with outstanding monies
- Scanned referral letters and any further correspondence resulting from the referral

How we use your information

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

We will share your information with the Health and Social Care Business Services Organisation in connection with your dental treatment.

We will seek your preference for how we contact you about your dental care. Our usual methods are telephone, SMS text (for appointment reminders only) or letter.

We are also required to regularly carry out audits on topics such as record keeping and X-rays

Sharing information

Your information is normally used only by those working at the practice but there may be instances where we need to share it – for example, with:

- Your doctor
- The hospital or community dental services or other health professionals caring for you
- HSC BSO payment authorities
- The Department for Work and Pensions and its agencies, where you are claiming exemption or remission from NHS charges
- Dental insurance companies
- Solicitors e.g. for a dental report in relation to a claim from an accident or assault

We will only disclose your information on a need-to-know basis and will limit any information that we share to the minimum necessary. 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 HMRC or other law enforcement or government agencies.

Keeping your information safe

We store your personal information securely on our practice computer 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 use cloud computing facilities for storing some of your information. The practice has a rigorous agreement with our provider to ensure that we meet the obligations described in this policy and that we keep your information securely.

We keep your records as follows:

(a) Patient who was under the age of 17 at the date on which the treatment to which the records refer was concluded - Until the patient's 25th birthday.

(b) Patient who was aged 17 at the date on which the treatment to which the records refer was concluded - Until the patient's 26th birthday.

(c) Patient who died before attaining the age of 18 - A period of 8 years beginning on the date of the patient's death.

(d) Patient whose records relate to treatment by a general practitioner – A period of 10 years beginning on the date of the last entry.

(e) All other cases - A period of 8 years beginning on the date of the last entry in the record.

Access to your information and other rights

You have a right to access the information that we hold about you and to receive a copy. You should submit your request to the practice in writing or by email.

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 information we hold although you should be aware that, for legal reasons, we may be unable to erase certain information (for example, information about your dental treatment)
- Stop using your information – for example, sending you reminders for appointments or information about our service
- Supply your information electronically to another dentist.

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.

We try to meet the highest standards when collecting and using personal information. We encourage people to bring concerns to our attention and we take any complaints we receive seriously. You can submit a complaint through the Practice's Complaints Procedure and this is available on our website or you can contact:

Sharon Carroll
Practice Manager
Carleton Dental Practice
47 Carleton Street
Portadown
Co. Armagh BT62 3EP
Tel: 02838391700

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 Tel: 0303 123 1113 or 01625 545745.