

ST JAMES DENTAL PRACTICE AND CHESIL DENTAL PRACTICE

Data Protection Policy Notice For Patients

As providers of your dental care and treatment we will request information about you and your health. There may be times where we receive information from other providers of your care. This privacy notice describes the type of personal information that we hold, why we hold it and what we do with it.

About Us

We are St James Dental Practice operating at:
7 St James Terrace Winchester SO22 4PP and Chesil Dental Practice 15-17 Bridge Street Winchester SO23 OHL

St James Dental Practice is responsible for keeping your information that we hold secure and for those in the practice who have access to your information. Dentists and dental care professionals who are responsible for your care and treatment and administrative staff who manage and administer our service to you.

Information that we hold

We only keep and use information for specific reasons as set out in law. If we need to keep and use information that is health-related we can only do so in specific circumstances. The information that we hold, the reasons why we hold this information and the lawful basis for collecting and using it are:

Contact details

Are used in the execution of our contract with you to provide appointments, send reminders and recall appointments as we have a legitimate interest to ensure that your continuing care and awareness of our services is conveyed to you. We hold personal information (not exclusive):

- Your name
- Addresses
- Date of Birth
- National Insurance number
- Email addresses
- NHS number
- Telephone number

Dental Records

We hold information about your dental and general health that generally includes:

- Clinical records composed by dentists and other DCPs who are involved in your care
- Medical and dental histories
- Radiographs, clinical photographs, digital scans, study models and appliances
- Treatment plans and associated consent
- Appointment dates
- Notes recording conversations with you about your dental care
- Complaints – outcomes and policies used to deal with complaints
- Correspondence with you, other healthcare professionals, NHS England and any other relevant institutions associated with your care

This information is used to allow us to fulfil our contract with you and to discuss your treatment options and to satisfy your needs by providing appropriate dental care. This information may also be used to legitimately audit and review the quality of the dental treatment provided to you.

Financial Information

We hold information about the fees that we have charged to include the amounts and any other relevant payment details. This information is part of our contractual obligation to you, to provide your dental care and to meet our legal financial obligations. Where your dental care is provided under an NHS contract we are obliged to complete statutory forms to allow payments to be processed as an NHS requirement.

How we use your information

To provide you with the dental care that you need and we require up to date and accurate information about you. We will share this information with the NHS in connection with your dental treatment.

We may contact you to participate in patient surveys to ensure that you are satisfied with the dental care provided and to assess the quality of our service to you.

We will ensure that your mode of contact preferences about your dental care are respected. The usual methods of contact are by telephone, email, letter or by SMS.

If we use your information for dental educational or research purposes we will discuss this with you to gain your consent and where possible anonymise your information.

We may use your contact details for direct marketing information of products and services available at our Practice.

Sharing Information

Your information is normally only used by those working at the practice but there may be circumstances that determine that we share it with:

- Your GP
- The Hospital or Community Dental Services or any other health professionals responsible for your care.
- Specialist dental or medical services to which we have referred you.
- NHS payment authorities

- The Department for Work and Pensions and its associated agencies where you are claiming exemption or remission of NHS dental charges.
- Dental laboratories
- Private dental schemes of which you are a member

We will only disclose information on a need-to-know basis and limited to the minimum necessary. We will inform you in advance if we intend to share your medical details with another medical provider and we will give you the details of that provider at that time. In certain circumstances and if required by law we may need to disclose your information to a third party not connected with your healthcare such as HMRC or any other law enforcement or government agencies.

Keeping your information safe

Your personal information is securely retained on our practice computer system and/or in a manual filing system. Your information cannot be accessed by anyone working outside of the practice and only those working in the practice have access to your information. The practice members are trained in practice procedures to understand their legal responsibility to maintain confidentiality.

The practice operates a secure system to protect the practice premises and this includes the computers and manual filing systems.

We use high-quality specialist software to safely and effectively record, process and use your personal information. Our computer system is backed up routinely and there is a secure audit trail.

We will keep your records for 10 years after the date of your last visit to the practice or until you reach the age of 25years, whichever is the longer.

We will delete any non-essential information before the end of this period if you request that we do so.

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. There is not normally a charge for copies of your information but if there is, we will explain the reasons. We always want the information that we hold to be accurate and up to date and if any information is inaccurate or out of date we will be pleased to correct it. If we have disclosed your information to a third party we will advise them of the change.

You can also request that we:

Erase or delete information that you consider is no longer justified although for legal reasons we may not be able to erase certain information, for example, details of your dental treatment. We can delete some contact details and non-clinically related information.

Stop using your information to send you recalls, appointment reminders and any other information about our services. If you have already given us your consent to send practice marketing information you can withdraw this at any time.

Stop using any information that you consider to be inaccurate or if you believe that we are illegally using your information

Send your information in an electronic format to another dentist

Contacting us for further information about your rights

You should contact the practice by email info@stjamesdental.co.uk discuss how we hold and use your information and your rights.

Your first contact should be to our Data Controller (Practice Manager) or Data Protection Officer at St James Dental Practice Tel: 01962 865560 or email info@stjamesdental.co.uk.

Who can I complain to

If you do not agree with this description of the way that we use your personal information you should discuss your concerns with your dentist. If you object to the way that we collect and use your data/information we may not be able to continue with the provision of your dental care.

If we cannot resolve the issue(s), you have a right to complain to the Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (0303 123 1113 or 01625 545745

Also: ico.org.uk

Website privacy policy

Key details

This practice Privacy Policy describes how this Dental Practice uses and protects the information you give us when you use this website.

If you provide information when using this website, it will only be used in the ways described in this Privacy Policy.

This Policy is updated from time to time. The latest version is published on this page.

This website Privacy Policy was last updated on: 27/04/2018

If you have any questions about this policy, please email us or write to us.

Introduction

We gather and use patient information in order to provide products and services and to enable certain functions on this website.

We also collect information to better understand how visitors use this website and to present timely, relevant information to them online.

Website Forms

Forms on this website do collect personal data that you submit, which will be emailed with the intent to store that data on industry standard UK email hosting and practice management records for the purpose of providing you a service.

General Data Protection Regulation (GDPR) (EU) 2016/679

Our practice is notified with the Information Commissioner's Office (ICO).

Our Data Controller can be contacted at our practice address or by telephone with any questions you may have or details concerning the protection of your personal data.

Patient Records

Our Practice is registered with the Care Quality Commission (CQC). Details of our Registration can be seen at www.cqc.org.uk. Our practice has to comply with the CQC data protection policy for Patient Records both offline and online.

What data we gather

We may collect your data in a variety of ways on this website. Our lawful basis for processing your data will be your explicit consent to us to do so. We may store this data indefinitely.

We may collect the following information:

- Contact information including your email address
- Demographic information, such as postcode, preferences and interests
- Website usage data
- Other information relevant to patient enquiries
- Other information pertaining to special offers and surveys