

Data Protection Code of practice

PS Dental Care complies with the 1998 Data Protection Act (DPA) up to and incl 24 Yay 2018, and from 25 May 2018, the general data protection Regulation 2016 (GDPR) (the DPAand GDPR are together referred to as the ‘**Data Protection Legislation**’) and this policy describes our procedures for ensuring that personal information about patients is processed fairly and lawfully.

The personal data we hold

To provide the patients with a high standard of dental care and attention, we need to hold personal information about them. This personal data includes:

- Your past and current medical and dental condition, personal details such as age, address, telephone number, email address and your general medical practitioner’s details, dates of your appointments
Details of the fees we have charged, the amounts you have paid and some payment details
- Radiographs, clinical photographs, Ct Scans, study models
- Information about the treatment that we have provided or propose to provide and its cost
- Notes of conversations/incidents about your care, for which a record needs to be kept
- Records of consent to treatment, details of any complaints you have made and how these complaints were dealt with
- Correspondence with other health care professionals relating to them, for example in the hospital or community services.

Reasons for holding this information

We need to keep comprehensive and accurate personal data about our patients to provide them with safe and appropriate dental care. We also need to process personal data about you in order to provide care under private or NHS treatment.

How we process the data

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

We process your personal data in order to provide you with the services you have requested, to fulfil the contract we have entered into with you and/or to receive services or good from you.

We may also process your personal data to respond to any queries or comments you submit to us and to correspond with you on a day to day basis (note that this paragraph tries to cover all bases incl provision and receipt of services). PS Dental Care Practice may feel it is more appropriate to use more than one fair processing notice for non- employees.

We may need personal data from you to be able to provide services to you, to meet legal obligations, to enter into a contract you and/or to provide you with all the information you need. If we do not receive the personal data from you, we may be unable to fulfil our obligations to you.

We process most of your information on the grounds of consent from you, legitimate interests, performance of a contract we have entered into with you, protection of the vital interest of a Data Subject or, in the case of special categories of data, processing to the provision of health or social care or treatment of the management of health or social care systems or services.

If we obtain consent from you to the processing of your personal data, you can withdraw your consent at any time. This won't affect the lawfulness of any processing we carried out prior to you withdrawing your consent.

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 1 year or, for children, until age of 25, whichever is the longer.

Security of information

Personal data about you is held in the practice's computer system and /or in manual filing system (lockable filing cabinet in the office – only private, only authorised person)

The information is not accessible to the public, only authorised members of staff have access to it and it's password protected. Our computer system has secure audit trails and we back-up information routinely.

Disclosure of information

In order to provide proper and safe dental care, we may need to disclose personal information about you to:

- General medical practitioner
- The hospital or community dental services
- Other health professionals caring for the patients
- Inland Revenue
- Private dental schemes of which the patient is a member

Disclosure will take place on a 'need –to-know' basis. Only those individuals/ organisations who need to know in order to provide care to you- or in order to ensure the proper administration of Government (whose personnel are covered by strict confidentiality rules)- will be given the information. Only the 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 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 receive a copy. Access may be obtained by making a request in writing (letter/ email). We will provide a copy of the record within 20 days of receipt.

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 the matter with your dentist. You have the right to object, but this may affect our ability to provide you with dental care.

Date Created- 04/09/2012

Review by V Bukova Randiskova, A Pisiaras, N Santos - Sept 2013, Sept 2014, Sept 2015, Sept 2016, Sept 2017, May 2018