

GDPR Privacy Notice

Bourne End Dental aims to meet the requirements of The Data Protection Act 2018, The General Data Protection Regulation (GDPR), the guidelines of the Information Commissioner's website, as well as our professional guidelines and requirements.

The data controllers are the principal dentists Andrew Chandrapal and Stephen Rees, The Information Governance Lead is the Practice Manager, Penny Lovejoy-Platt

This privacy notice is available on our web site, at reception and by email on request.

You will be asked to provide personal information when joining the practice. The purpose of processing your personal data is to provide you with optimum dental healthcare and prevention.

The categories and examples of data are:

- Personal data for the provision of dental health care
- Personal data for the purpose of providing treatment plans, recalls appointments, reminders, or estimates
- Personal data e.g. details of family members for the provision of healthcare to children's, or for emergency contact details
- Personal data for the purposes of employed and self-employed team members employment and engagement respectively
- Personal data for the purpose of post, email, text, to inform you of important announcements, or about new treatments or services
- Personal data- IP addresses so that we can understand our patients better and inform our marketing approach, as well as improve the web site experience.
- Special category data including health records for the purpose of delivery of health care and meeting our legal obligations
- Special category data including health records
- Special category data to meet the requirements of the Equality Act 2010
- Special category data details of criminal records check for employees and contracted team members

We minimise the amount of data that we keep and do not keep it for longer than necessary.

We never pass your personal details to a third party unless we have a contract with them to process data on our behalf and will otherwise keep it confidential. If we intend to refer a patient to another practitioner or to secondary care e.g. hospital, we will gain the individuals permission before the referral is made and the personal data is shared.

- Personal data is stored in the EU whether in digital or hard copy format

- Personal data is stored in the US in digital format when the data storage company is certified with the EU-US privacy shield obtain a free copy of your patient records within one month of request
- Personal data is obtained when a person joins the practice, when a patient is referred to the practice and when a patient subscribes to an email list.

Full details of where your data is stored can be obtained by asking to see our Information Governance procedures.

We have established the following lawful basis for processing your data:

Our lawful bases for processing personal data:

- The legitimate interests of the practice Processing are necessary for the performance of a contract with the data subject, or to take steps to enter a contract
- Consent of the data subject
- To comply with our legal obligations

Our lawful basis for processing special category data:

- Processing is necessary for healthcare purposes
- Processing is necessary for identifying, or keeping under review, the existence, or absence of equality of opportunity, or treatment between groups of people with a view to enabling such equality to be promoted or maintained
- We obtain the consent of the data subject to process criminal record checks

The reasons that we process the data include:

- To maintain your contemporaneous clinical records
- To provide you with dental treatment, prevention and oral health advice
- To carry out financial transactions with you
- To send your personal data to The General Dental Council, or other authority as required by law
- To communicate with you as and when required including appointments reminders, treatment plans. Estimates and other communication regarding your treatment and the practice
- If a parent or carer to communicate with you about the person or child you care for
- To refer you to other dentists/ doctors/ health professionals as required
- To obtain criminal record disclosures for team members
- For debt recovery
- To continually improve the care and service that you receive from us.

The personal data we process includes:

- Your name, address, gender, date of birth, NHS number, medical history, dental history, family medical history, family contact details, marital status, financial details for processing payment, your doctor's details and details of treatment at the practice. We may process more sensitive special category data, including ethnicity, race, religion, or sexual orientation so that we can meet our obligations under the Equality Act 2010, or, for example to modify treatment to suit your religion.

The retention period for special data in patients is a minimum of 10 years and may be longer for complex records, or to meet our legal requirements. The retention period for staff records is 6 years. The retention period for other personal data is 2 years after it was last processed. Details of retention periods are in our Record Retention procedure, available on request.

We obtain your personal data when you enquire about our care or services, when you join the practice, when you register online, when you complete our registration form, or medical history form and when another practitioner refers you to our practice. Occasionally patients are referred to us from other official sources.

You have the following personal data rights:

- The right to be informed about the collection and use of your personal data
- The right of access- to have a free copy of the data we hold
- The right of rectification- to correct our data if it is inaccurate or incomplete
- The right to deletion of your personal data (clinical records must be retained for a certain time period)
- The right to restrict processing of your personal data
- The right to object to the processing of your personal data
- The right to data portability- to have your data transferred to someone else
- Rights in relation to automated decision making and profiling

Further details are available in our Information Governance Procedures or at the Information Commissioners website.

Examples of your rights include:

- If you are a patient of the practice you have the right to withdraw your consent for important notifications, newsletters, surveys, marketing etc. You can inform us to correct errors in your personal details, or withdraw consent from communication methods e.g. email, telephone, text. You have the right to a free copy of your patient records within one month of request
- If you are not a patient of the practice you have the right to withdraw consent for processing personal data, to have a free copy of it within one month, to correct errors in it, or to ask us to delete it. You can withdraw consent from communication methods e.g. telephone, email or text.

We have carried out a Privacy Impact Assessment and you can request a copy. The details of how we ensure security of personal data is in our Security Risk Assessment and Information Governance Procedures.

Comments, suggestions and complaints:

Please contact the IG lead at the practice to make comment, suggestion or a complaint about your data processing at mail@bourneenddental.co.uk, telephone 01628 523353, or visiting the practice, or writing to Bourne End Dental, Station Rd, Bourne End SL8 5QF. We TAKE ALL COMPLAINTS VERY SERIOUSLY.

If you are unhappy with our response, or if you need advice you should contact the information Commissioners Office (ICO). Their phone number is 0303 123 1113. You can also chat on line with a advisor. can investigate your claim and take action against anyone who has misused personal data. You can also visit their website for information on how to make a data protection complaint.

Related Practice procedures

You can contact the practice to obtain copies of our, Data Protection and Information Security policy, Consent policy, privacy impact assessment, information governance procedures and record retention. Please address all requests to The Information Governance Lead, Penny Lovejoy-Platt

Data opt Out Policy

How the NHS care services use your information:

Bourne End Dental is one of many organisations working in the healthcare system to improve care for patients and the public. Whenever you use a healthcare service e.g. attending A&E, or community care services, important information about you is collected in a patient record for that service. Collecting this information ensures that you get the best possible care and treatment. The information that is collected when you use these services can be used and provided to other organisations for purposes beyond your individual care e.g.

- . Improving quality and standards of care provided
- . Research into the development of new treatments
- . Preventing illness & disease
- . Monitoring patient safety
- . Planning services This may only occur when there is a clear legal basis to use this information. All these uses help to provide better healthcare for you, your family and future generations. Confidential patient information about your health and care is only used like this when allowed by law. Most of the time anonymised data is used for research and planning so you cannot be identified, in which case your personal confidential patient information is not needed.

You have a choice about whether you want your confidential personal information to be used in this way. If you are happy to have your information used this way you need do nothing. If you choose to opt out your confidential patient information will still be used to support your individual care. To find out more or register your opt out visit www.nhs.uk/your-nhs-data-matters. On this web page you will see:

- . See what is meant by confidential patient information
- . Examples of when confidential patient information is used for individual care and examples of when its used for purposes beyond individual care
- . Find out more about the benefits of sharing data
- . Understand more about who uses the data

- . Find out how your data is protected
- . Be able to access the system to view, set, or change your opt out setting
- . Find the contact telephone number if you want to know more or to set/change your opt out by phone
- . See the situations where opt out will not apply.

You can find out more about how your information is used at <https://www.hra.nhs.uk/information-about-patients/> which covers health and care research and <https://understandingpatientdata.or.uk/what-you-need-know> which covers how and why patient information is used, safeguards and how decisions made.

You can change your mind at any time.

Data being shared for purposes beyond individual care does not include your data being shared with insurance companies, or being used for marketing and data would only be used in this way with your specific agreement.

Healthcare organisations have until end 2020 to put systems and processes in place so they can be compliant with the National Data Opt out and apply your choice to confidential patient information they use and share for purposes beyond your individual patient care.

Our practice only uses your personal health data to provide individual care to you and does not disclose your data for any other purpose. The national data opt out **does not** apply to our usage of your data and we are compliant with the policy

This policy reviewed and updated 23/01/2020

To be reviewed at least annually or sooner if required