

Privacy Policy for The James Street Dental Practice for Patient Data

The James Street Dental Practice takes great care to protect the personal data we hold for our patients in line with the requirements of the General Data Protection Regulation (GDPR).

The purpose of collecting and storing personal data about our patients is to ensure we can:

- Provide, appropriate, safe and effective dental care, treatment and advice for all our patients
- Fulfil any contracts we hold in relation to their care
- For business administration of their care.

Personal data held for our patients

The personal data we process (processing includes obtaining the information, using it, storing it, securing it, disclosing it, and destroying it) for our patients includes:

- Name, address, date of birth
- Unique identification number
- Email address
- Phone numbers
- GP contact details
- Occupation
- Medical history
- Dental care records
- Photographs
- Family group
- Credit cards receipts
- Correspondence
- Details of any complaints received

We keep an inventory of personal data we hold on our patients and this is available for patients on request. A list of personal information held is also included in our Privacy Notice that is given to all patients.

Disclosure to third parties

The information we collect, and store will not be disclosed to anyone who does not need to see it.

We will share our patients' personal information with third parties when required by law or to enable us to deliver a service to them or where we have another legitimate reason for doing so. Third parties we may share patients' personal information with may include:

- Regulatory authorities such as the General Dental Council or the Care Quality Commission
- NHS Local Authorities
- Insurance companies
- Laboratories
- Specialist Health Practitioners
- Loss assessors
- Fraud prevention agencies
- In the event of a possible sale of the practice at some time in the future.

We may also share personal information where we consider it to be in a patient's best interest or if we have reason to believe an individual may be at risk of harm or abuse.

Personal privacy rights

Under the GDPR all individuals who have personal information held about them have the following personal privacy rights:

- Right to subject access.
- Right to have inaccuracies deleted.
- Right to have information erased.
- Right to object to direct marketing.
- Right to restrict the processing of their information, including automated decision-making.
- Right to data portability.

Patients who wish to have inaccuracies deleted or to have information erased must speak to the dentist who provided or provides their care.

Legal basis for processing data held about patients

The GDPR requires us to state the legal basis upon which we process all personal data for our patients and it requires us to inform our patients of the legal basis on which we process their personal data. This is clearly stated in our privacy notice that is given to all patients.

The legal bases for recording individual types of data are recorded in our patient personal data inventory. This is available for all patients to see on request.

The legal basis on which we process personal information for our private patients is **to legally comply with the regulatory bodies, for legitimate interests in order to deliver a service to you and for vital interests to ensure your safety**

The legal basis on which we process personal information for our NHS patients is **to legally comply with NHS regulations and contractual requirements.**

Automated decision making

All individuals who have personal data held about them have a right to object to their personal data being subjected to automated decision making.

Patients will always be asked to give specific, informed, verifiable, opt in consent for any processes involving automated decision making.

Consent

The James Street Dental Practice will always obtain specific, opt in consent from you for direct marketing information. **This consent will be obtained in writing.**

We will also obtain specific, opt in consent from you for **using any photographs we may take during your treatment(s) for marketing or training purposes, sending your personal data in case of a referral to a specialist practitioner or sharing treatment/appointment/costs details with a named individual such as your spouse or personal assistant .**

If you are a new patient, we will obtain consent and opt-ins when you first attend the practice. If you are an existing patient, we will obtain consent and opt-ins when you attend for your next recall appointment or for a treatment appointment. We will refresh this consent when you complete a new medical history proforma.

Withdrawal of consent

Patients who have given their opt in consent have a right to withdraw their consent at any time. Patients are advised of their right to withdraw their consent for anything they wish to withdraw from in our privacy notice.

Retention period

This practice retains dental records and orthodontic study models while the patient is a patient of the practice and after they cease to be a patient, for at least eleven years, or for children until age 25, whichever is the longer.

Complaints

You have a right to complain about how we process your personal data. All complaints concerning personal data should be made in person or in writing to **Caroline Sagoo**. All complaints will be dealt with in line with the practice complaints policy and procedures.

Transferring personal data outside the EU

Patients' personal data is not transferred outside the EU.

This Policy was reviewed and implemented on: **01.06.2018**



This policy and relevant procedures will be reviewed annually and are due for review on: **01.06.2019** or prior to this date in accordance with new guidance or legislative changes.

Document Change Record For Privacy Policy for Patient Data

The table below is used to register all changes to the policy:

Published Date	Document Version Number	Pages affected	Description of revision	Author
01.06.2018	1.0	-	GDPR	CB