

- Information about your dental and general health, including
 - Clinical records made by dentists and other dental professionals involved with your care and treatment (if available)
 - X-rays, clinical photographs, digital scans of your mouth and teeth, and study models
 - Medical and dental histories
 - Signed copies of your Treatment plan & Estimate of Cost
 - 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
 - Correspondence that we have sent you
- Details of the fees we have charged, the amounts you have paid and some payment details.

Brian Thomason [Data Controller] is responsible for keeping secure the information about you that we hold.

Those at the practice who have access to your information include dentists and other dental professionals involved with your care and treatment, and the reception staff responsible for the management and administration of the practice.

Legal Basis

We process your personal data under the following legal basis as identified in *Article 6 and Article 9(2)*:-

(b) Contract: *the processing is necessary for a contract you have with the individual, or because*

they have asked you to take specific steps before entering into a contract.

(c) Legal obligation: *the processing is necessary for you to comply with the law (not including contractual obligations).*

(f) Legitimate interests: *the processing is necessary for your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests. (This cannot apply if you are a public authority processing data to perform your official tasks).*

(h) Special Category data: *processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional.*

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 seek your preference for how we contact you about your dental care. Our usual methods are telephone, email or letter.

We may, occasionally use your contact details to inform you of products and services available at our Practice.

Some data processing within the practice is required as there is a legitimate interest by either the controller or by a third party. It is our duty to

inform you of these legitimate interests. They have been identified as:-

- CCTV monitoring within the practice
- Data obtained on the New Patient Questionnaire
- Additional data obtained to enhance your patient journey i.e. recent holiday destinations, family weddings etc. (information given freely by yourself)
- Recall letters sent to you

The practice has carried out a Legitimate Interests Assessment, and concluded that the impact of processing under this legal basis has a negligible impact upon you as patients to the practice.

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
- Private dental schemes of which you are a member
- Our online appointment booking service provider if you wish to have access to this service
- DPAS (our payment plan provider) if you are a member of our Careplan/Maintenance Plan
- Medenta (our patient finance provider) if you choose to take out patient finance to cover the cost of your dental treatment

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 [and in a manual filing 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 keep your records for 10 years after the date of your last visit to the Practice or until you reach the age of 25 years, whichever is the longer.

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. You can choose to receive the information in printed form (which can be given to you or posted via Royal Mail) or we can transfer the information onto a USB device which you can collect. We will not be able to transfer clinical data by any other means due to its sensitive nature. Estimates, receipts and remittances can be requested via email, and will be sent as a zip file; the password will be sent separately. We do

not usually charge you for copies of your information; if we pass on a charge, we will explain the reasons. We will fulfil your request for information without delay and at the latest within one month of receipt.

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 in a safe and secure way
- Stop processing information based on legitimate interests

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.

If you have any concerns about how we use your information and you do not feel able to discuss it with us, you should contact The Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF (0303 123 1113 or 01625 545745).

If you require this information in another format, including audio, Braille, LARGE PRINT or another language please ask at reception



BDA Good Practice
Member



Privacy Notice

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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.

Information that we collect

We may collect the following information about you:

- Personal details such as your name, date of birth, address, telephone number and email address