

Privacy Notice for Patients including Children

Introduction

This privacy notice sets out how Pav Dental uses and protects any information that you give when joining the practice. The practice is committed to complying with the General Data Protection Regulation (GDPR), the Data Protection Act 2018, GDC, NHS, and other standards.

Data Protection Officer

The person responsible for Data Protection is Hassan Bhojani.

Information We Hold

Personal and Medical Information

- Personal details such as your address, date of birth, phone number, and email address for the provision of dental health care, providing treatment plans, estimates, and recalls.
- Details of your NHS number and entitlement to healthcare treatment and exemption status if applicable.
- Personal details of family members or emergency contact details.
- Medical history including your GP's name and address.
- Past and present dental history including x-rays and photographs.
- Information about the treatment we have proposed and provided along with its price.
- Notes of conversations or incidents that might occur for which a record needs to be kept.
- Records of permission or consent for treatment.
- Correspondence to other healthcare professions such as referrals.
- Financial information relating to your treatment.
- Details of any complaints made.

Purpose and Legal Basis for Processing Data

Why We Keep This Information

- We need to keep records of personal information regarding our patients to provide safe and appropriate dental care and treatment.
- We also need to process personal data about you if we are providing care under NHS arrangements and to ensure the proper management and administration of the NHS.

Legal Basis

- **Consent:** We process some of your data based on the consent you provide.

- **Legitimate Interest:** Processing is necessary for the performance of our care for patients and for the defense of legal claims.
- **Special Category Data:** Data relating to your health care records is classed as special category data under legal claims or judicial acts and Health and Social Care (Article 9 UK GDPR (f,h)).

Data Management and Sharing

How We Manage and Share Your Information

- We will only share your information if it is done securely and it is necessary to do so.
- Your personal information may be securely shared with other healthcare professionals who need to be involved in your care (for example, if we refer you to a specialist, need laboratory work undertaken or need to consult with your doctor).
- We may also share your personal information securely to third parties where we are required by law or regulation to do so, including:
 - The General Dental Council.
 - The CQC/HIW/HIS/RQIA.
 - Dental payment plans or insurers.
 - NHS Bodies if NHS dental care and treatment is provided.

Storage and Retention of Information

How We Store Your Information

- Your Information is stored securely at the practice [in paper form] [on protected computer systems]. Computer information is backed up regularly and may be securely stored away from our premises.

Retention Periods

- We are required to retain your dental records, X-rays, and study models while you are a patient of this practice and after you cease to be a patient for a minimum of 11 years.
- Other documents may have varying retention periods, which are outlined in our retention schedule.

Your Rights Under GDPR

Access, Rectification, Erasure, and More

- **Access:** You have a right to access the information we hold about you by contacting the practice.
- **Rectification:** You can request corrections to inaccurate or incomplete information.
- **Erasure:** You can request the deletion of your personal information, subject to legal restrictions.
- **Restriction:** You may request that we restrict the processing of your personal information.

- **Portability:** You have the right to data portability, which could include supplying your information to another dentist.

Concerns

- If you have any concerns about how we use your information and feel unable to discuss it with your dentist or anyone at the practice, you can contact our Data Protection Officer. You can also seek advice from The Information Commissioner's Office (ICO). Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, or start a live chat or call helpline on 0303 123 1113.

Privacy Notice for Children

Introduction

This section of our privacy notice is specifically designed for our pediatric patients and outlines how we handle the personal information of children at our dental practice.

Type of Information We Hold

Personal and Medical Details

- **Personal details** such as your address, date of birth, phone number, and email address, necessary for providing dental health care, treatment plans, and recalls.
- **Family members' details** or emergency contact information.
- **Medical history**, including your GP's name and address.
- **Details of dental treatments** proposed and provided.
- **Notes** of conversations or incidents that might occur for which a record needs to be kept.
- **Correspondence** with other healthcare professionals for referrals.

Purpose for Keeping Information

Providing Care

- We maintain records of personal information to provide safe and appropriate dental care and treatment.
- These records are also essential for maintaining accurate treatment records.
- We process personal data to manage and administer NHS care effectively.

How We Handle Your Information

Sharing Information

- Your personal information will only be shared with another dentist or doctor, such as for an orthodontic referral.
- We will not share your personal information with any other parties unless required for legal reasons.

Storage and Security of Information

Secure Storage

- Your information is securely stored at the practice either in paper form or on protected computer systems.
- Computerized information is backed up regularly and may be securely stored away from our premises.

Retention Periods

Retaining Children's Records

- We retain your dental records for 11 years or until you reach the age of 25, whichever is longer.

Your Rights and Concerns

Access and Control

- You and your guardians have rights regarding your personal information, including accessing and correcting it.

Raising Concerns

- If you have any concerns about how we use your information and do not feel able to discuss it with your dentist or the practice staff, you can contact our Data Protection Officer via email.
- Alternatively, advice can be sought from The Information Commissioner's Office (ICO), located at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. You can start a live chat or call their helpline on 0303 123 1113.