



## **Patient Privacy Notice**

In providing your Orthodontic care and treatment we will ask for information about you and your health. We may receive information from other providers who have been involved in providing your care.

The law determines how organisations can use personal information. The key laws are:

- The Data Protection Act 2018
- General Data Protection Regulations (May 2018)
- The Human Rights Act 1998
- Relevant Health Service Legislation
- The Common Law Duty of Confidentiality

Wallasey Orthodontics uses personal and confidential information for a number of purposes. This Privacy Notice describes the type of personal information we hold, why we hold it and what we do with it.

### **About us:**

We are Wallasey Orthodontics operating at 154 Belvidere Road, Wallasey CH45 4PT.

The Registered Manager is responsible for keeping secure the information about you that we hold. Those at the Practice who have access to your information includes the Practice Owner, Orthodontists, Orthodontic Therapists, Dental Nurses, and other dental professionals involved with your care and treatment and the Registered Manager with support reception staff and the Data Protection Officer.

Our Data Protection Officer, Maria Gibson ensures that the Practice complies with Data Protection requirements to ensure that we collect, use, store and dispose of your information responsibly. You can contact our Data Protection Officer, Maria Gibson, by email at [CMCH.WallaseyOrthodontics@nhs.net](mailto:CMCH.WallaseyOrthodontics@nhs.net) or by telephone on 0151 630 6345

### **Information that we hold:**

We can only keep and use information for specific reasons set out in the law. If we want to keep and use information about your health, we can only do so in particular circumstances. Below, we describe the information we hold and why and the lawful basis for collecting and using it.

### **Contact details:**

We hold personal information about you including your name, date of birth, gender, NHS number, address, emergency contacts/ next of kin, telephone number and email address. This information allows us to fulfil our contract with you to provide appointments. We will also use the information to send you reminders and recall appointments as we have a legitimate interest to ensure your continuing care and to make you aware of our services.

We may also use your contact details if we have explicit consent in writing from you to send you information relating to the products and services of the Practice. This will also include our Monthly Patient Newsletter.

### **Dental Records:**

We hold information about your dental and general health, including:

- Clinical records made by dentists and other dental professionals involved with your care and treatment
- X-rays, clinical photographs, digital scans of your mouth and teeth and study models
- Medical and Dental histories including any medication that you may be prescribed by your Dentist or your Doctor
- Treatment Plans and consent
- 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 you and other health professionals or institutions

We collect and use this information to allow us to fulfil our Contract with you to discuss your treatment options and provide Orthodontic care that meets your needs. We also use this information for the legitimate interest of ensuring the quality of the treatment we provide.

### **Financial Information:**

Where your Orthodontic care is provided under the terms of the NHS, we are required to complete statutory forms to allow payments to be processed. This is an NHS requirement.

If you are having private treatment we hold information about the fees we have charged, the amounts you have paid and some payment details. This information forms part of our contractual obligation to you to provide Orthodontic care and allows us to meet legal financial requirements.

### **How we use your information:**

To provide you with Orthodontic care and treatment that you need, we require up-to-date and accurate information about you.

We will seek your preference for how to contact you about your Orthodontic care. Our usual methods are telephone, emails, text or letter.

We will share your information with the NHS and our private dental plan provider in connection with your Orthodontic treatment.

We may contact you to conduct patient surveys or to find out if you are happy with the treatment you received for quality control purposes.

On occasion we may ask your permission to use your information for Orthodontic Education. We will discuss this with you and seek your consent. Depending on the purpose and if possible, we will anonymise your information. If this is not possible we will inform you and discuss your options.

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

We may use your contact details to ask your permission to use your information for our website or Facebook. We will discuss this with you and seek your explicit consent.

### **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 or dentist
- The hospital or community dental services or other health professionals caring for you
- Specialist dental or medical services to which we may refer you
- NHS payment authorities
- Dental Laboratories
- Debt collection Agencies
- Private dental schemes
- Regulators include the Care Quality Commission

We only discuss your information on a need-to-know basis and will limit any information that we share to the minimum necessary. We will let you know in advance if we send your medical information to another medical provider and we will give you the details of that provider at that time.

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. 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 daily through an external provider. The Practice conducts a secondary back-up independent of the external provider daily on a separate hard drive that is stored securely.

We use cloud computing facilities for storing some of your information. The practice has a rigorous agreement with our providers to ensure that we meet the obligations described in this Privacy Notice and that we keep your information securely.

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 keep your records for 11 years after the date of your last visit to the Practice or until you reach the age of 25/26 years, whichever is the longer. At your request, we will delete non-essential information (for example some contact details) before the end of this period.

**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. We do not usually charge you for copies of your information; if we pass on a charge, we will explain the reasons.

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 some of the information we hold. For legal reasons, we may be unable to erase certain information (for example, information about the Orthodontic treatment). However, we can if you ask us to, delete some contact details and other non-clinical information
- Stop using your information – for example sending you reminders for appointments or information about our service. Even if you have given us consent to send you marketing information, you may withdraw that consent at any time
- Stop using information if you believe the information is inaccurate or you believe we are using your information illegally
- Supply your information electronically to another Orthodontist or Dentist

If we are relying on your consent to use your personal information for a particular purpose, you may withdraw your consent at any time and we will stop using your information for that purpose.

All requests should be made by email to our Data Protection Officer at [CMCH.WallaseyOrthodontics@nhs.net](mailto:CMCH.WallaseyOrthodontics@nhs.net).

**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 Orthodontist. If you object to the way that we collect

and use your information; we may not be able to continue to provide your Orthodontic care.

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

### **Approval**

This Policy has been approved by the undersigned and will be reviewed on an annual basis.

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| <b>Name</b>          | <b>Richard Gibson</b> |
| <b>Date approved</b> | <b>July 2018</b>      |
| <b>Review date</b>   | <b>July 2019</b>      |