



Children's Privacy Notice

This leaflet is about what happens to the information Wallasey Orthodontics collects about you whenever you come to see us. It also tells you how we make sure it is safe.

What do we collect?

The law protects your information and tell us how we can use your personal information. Your information is personal to you and we can only use your information with your consent.

- Your name
- Your date of birth
- Your address
- Your email address and telephone number
- Your parent or guardian name, address, telephone number and email address
- Your family Dentist and Doctor
- Any medical condition you may have and the medication you take
- Why you are coming to see us
- Your school

Why do we collect it?

Wallasey Orthodontics is a Specialist Orthodontic Service and we collect the information we need to care for you in the best way.

- We ask for your address so that we know where we can contact you
- We ask for your date of birth as your age may be important to your care
- Each time you come to see us we write down things that you tell us, things that we tell you and any instructions we may give you regarding your scanning, or oral hygiene etc. This means that we can track you progress and that we are treating you in the best way.

What do we do with your information?

We keep the information we collect electronically and on occasion only

on paper. Your information will have an individual case number and every patient has a different number.

Anyone involved in your Orthodontic treatment can see what has been collected and this means that we can make the right decisions about your treatment.

Who do we share your information with?

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 Dentist so that we can keep them up to date on what we are doing for you
- Your doctor
- 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
- Your parents/guardians would normally be present at your appointments, but due to the current Pandemic, we will share information following your appointment so that they know what instructions you have been given and are kept up to date with your treatment progress
- If you tell us something that makes us worried about your safety or the safety of someone else you know, we might have to share this with other people outside the Practice – even if you don’t want us to. This is part of our job to keep you and others safe. We also need to share information with the Care Quality Commission who makes sure that we are following the law and providing a good service. For more information, click on the link below

<https://www.cqc.org.uk/about-us/our-policies/privacy-statement>

Keeping your records safe!

Everyone working in the Practice understands that they need to keep your information safe and secure. This is keeping your information confidential or protecting your privacy. Every member of team logs into the computer system with their own password and they change their passwords every 60 days.

The whole team have training every year to remind them of this. They are only allowed to look at your information if they are involved in your treatment or to help us run our Practice. The team understand they must keep any information safe, especially the information that identifies you; this might be your name or address or your photographs taken for clinical purposes. The team understand that they are not allowed to give any of this type of information to anyone who should not see it, including talking to them about it.

Checking we are doing our best

The Practice has to work to a high standard and are checked by organisations to make sure they are treating and caring for patients and families in the best way they can. The people who inspect us may ask to see a small number of our patients’ records. They check that the

notes are written clearly and are kept safe to ensure that we are recording and storing your information safely.

How long do we keep the information for?

We must keep your records for 11 years or until your twenty-sixth birthday. After this we will destroy the records, unless we feel they need to be kept longer for ongoing treatment or another reason.

If we have an incident or complaint

Sometimes we need to use your information to help us investigate incidents, complaints or legal claims. If you are identified, you and your parent/guardian will be informed.

Are you able to see the information we collect about you?

Yes! If you are in the Practice you may be able to see the records while you are with us. You or your family will need to ask your Orthodontist or Dental Nurse first though as there may be things that we would need to explain to you such as abbreviations or dental words.

Can you have a copy of your records?

Yes! Your parent/guardian will need to speak or write to us (they can email us) to tell us what they want to see – it may just be part of your record, your X-Ray or a report. We will check they are who they say they are to make sure we are not sharing your information with anyone who shouldn’t see it.

You may be able to request your records yourself.

If you think some of your information is wrong – what can you do?

Your parent/guardian needs to contact the Practice on 0151 630 6345 telling them what it is that they think is wrong.

If you are unhappy with the way, we have used some of my information – what can you do?

You can let us know by emailing us on CMCH.WallaseyOrthodontics@nhs.net or you can contact the Information Commissioners Office

We hope this leaflet tells you what you need to know about the information we collect about you. If you want to know anything else, please email us on CMCH.WallaseyOrthodontics@nhs.net

Caldicott Guardian and Data Protection Officer

The Caldicott Guardian and Data Protection Officer for the Practice are responsible for ensuring information about you is processed in a confidential, legal and appropriate manner. If you have any concerns about the use of your information you can contact these individuals at the email address below:

Data Protection Officer,
Wallasey Orthodontics
154 Belvidere Road
Wallasey
CH45 4PT
CMCH.WallaseyOrthodontics@nhs.net