



Privacy Notice

Adel Dental Practice ensures that all patient data is held and processed in line with the Data Protection regulations, including the General Data Protection Regulations 2018 and the Data Protection Act 1998. This Privacy notice applies to former and current patients of Adel Dental Practice

Adel Dental Practice is a 'Data Controller' this means that we are responsible for deciding how we hold and use personal information about you as a patient. We are required by law and data protection legislation to notify patients of what information is stored by the practice.

You can also find our privacy notice on our website; www.adeldentalpractice.com, in reception or you can request a copy via email if you contact info@adeldentalpractice.co.uk. If you require more information, please ask a member of staff.

It is within our legitimate interest to hold patient information for the purpose of helping us provide patients with appropriate, high quality, safe and effective dental care, and treatment, so we will be asking for personal information when you join our practice. Without holding patient data, we cannot work efficiently. Dental professionals are required by law to maintain adequate patient dental records.

Adel Dental Practice will comply with data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

The personal data we process includes:

- Your past and current medical and dental condition including tooth charting; personal details such as your title, name, date of birth, gender, address, telephone number, email address, your general medical practitioner, your next of kin phone number in case of medical emergency, NHS numbers.
- Family members, and previous dental practitioners
- Date registered at the practice.
- Information that the individual is or has been a patient of Adel Dental Practice or has attended, cancelled or failed to attend an appointment on a certain day.
- Dental Radiographs, clinical photographs, and study models of your teeth.
- Information about the treatment that we have provided in the past or propose to provide to you and its cost.
- Notes of conversations/incidents about your care, for which a record needs to be kept.
- Records of consent to treatment
- Correspondence with other health care professionals relating to you, for example in the



hospital or community dental services.

- Correspondence, such as emails, phone calls logs and letters exchanged with the individual patient.

This list is not exhaustive.

We aim to minimise the data that we keep, and do not keep it for longer than necessary.

We never pass your personal details to a third party unless we have a contract for them to process data on our behalf and will otherwise keep it confidential. If we intend to refer a patient to another practitioner or to secondary care, we will gain the individual's permission before the referral is made and the personal data is shared.

We have established the following lawful bases for processing your data:

Our lawful bases for processing personal data:

- The legitimate interests of the dental practice
- Processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract
- Consent of the data subject
- To comply with our legal obligations

The reasons we process the data include:

- To maintain your contemporaneous clinical records
- To provide you with dental treatment, prevention and oral health advice
- To carry out financial transactions with you
- To manage NHS dental care treatment (children only)
- To communicate with you as and when required including appointment reminders, treatment plans, estimates and other communications about your treatment or the practice
- To communicate with your next of kin in an emergency
- If a parent or carer to communicate with you about the person you parent or care for
- To refer you to other dentists or doctors and health professionals as required
- For debt recovery
- To continually improve the care and service you receive from us .

Your Rights

You have the right to confidentiality under the General Data Protection Regulations (GDPR). You have the right to know what personal information we hold about you, what we use it for and who it is shared with. Your rights are:

- The right to access to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it. This request can be made verbally or in writing to management.
- The right to be informed about what personal information we store and how it is processed in line with the transparency key principle.
- The right for rectification of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected. This request can be made verbally or in writing to management.
- The right to erasure of your personal information also known as ‘the right to be forgotten.’ This enables you to ask us to delete or remove personal information where

there is no good reason for us continuing to process it. This right is not absolute and only applies in certain circumstances. This request can be made verbally or in writing to management.

- The right to restrict processing of your personal information. This right is not absolute and only applies in certain circumstances. If you restrict your personal data, we have a right to store your data but not process it. This request can be made verbally or in writing to management.
- The right for data portability means that you have the right to obtain and reuse your personal data across different services. You can move, transfer, or copy your personal information through a secure and safe IT environment, without effecting its usability. This right only applies to information you have provided to Adel Dental Practice.
- The right to object where we are processing your personal information in certain circumstances such as for direct marketing purposes. In other cases where the right to object applies, we can continue to process your data if we have a compelling reason to do so such as a legal obligation. This request can be made verbally or in writing to management.
- The right to withdraw your consent in the limited circumstances where you may have provided your consent to the collection, processing, and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. This request can be made verbally or in writing to management.
- Rights related to automated decision-making including profiling.

Further details of these rights can be seen at the [Information Commissioner's website](#).

Collecting Personal Data

Information is collected when a patient initially engages with the practice whether by phone, email, face to face, online through our website contact form or through a referral from a third party such as a hospital, Doctors or a referring Dentist, however initial consent will have been sought by the external source before providing us with your information. Initial information we collect includes your full name, DOB, address and contact information. We collect medical history through a link emailed directly from our private Dental Software and all information comes directly back to your personal file, or via a medical history form which is provided within the practice on your appointment. As a functioning private dental practice in some situations, we require a deposit to secure an appointment, in this situation bank details will be taken via the secure practice telephone line. We do not request bank details via email or in writing to prevent a data breach.

Patient failure to provide accurate and updated information

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered with you (such as providing dentistry services or providing any other associated benefit), or we may be prevented from complying with our legal obligations (such as health and safety). It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us.

Retaining patient information

We will retain your dental records while you are a patient at Adel Dental Practice and after you cease to be a patient, for at least eleven years or, for children, until age 25, whichever is the longer amount of time. All digital information will be stored on our dental software indefinitely as 'inactive' when a patient relationship is terminated either by the practice or

the patient themselves. All paper forms that hold personal information are shredded and discarded to our personal recycling collection company. To reduce the amount of paper forms, where possible we use private link within the dental software sent via email to collect information and information is collected as above on first contact with the practice as detailed above.

Security and Storage

We have implemented appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered, or disclosed. In addition, we limit access to your personal information by other third parties who have a business need to know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality. We have implemented procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Personal data about you is held on the practice's computer system. The information is not accessible to the public; only authorised members of staff have access to it. Our computer systems are password protected and every user of our dental software has their own personal login and passwords, passwords are changed on a 6-monthly basis. When the computer stations are not in use all computers are screen locked and require a password to obtain access. Some stored information is backed-up routinely, this includes an off-site backup to a cloud server which is carried out for security reasons in case of fire. The dental software we use is automatically on a cloud based back up. The server is password protected with double authentication and can only be accessed remotely by management and our I.T consultants.

We will always keep your information confidential, but we may share it with the following 3rd parties which include laboratory technicians, referring dentists, our I.T consultants, dental software engineers, and the practice bank, if a patient requests to finance their dental treatment, Doctors, dental community services, GDC/CQC, other dental health professionals. Your personal information will not be provided to any 3rd party without obtaining your written consent first. Third parties who require access to personal data also take GDPR seriously and have taken their own precautions to keep this data secure in line with our policies. We do not allow our third-party providers to use your personal data for their own purposes. We only permit them to process your personal data for a specified purpose and in accordance with our instruction. Our 3rd parties will never send marketing information to you and would only contact you with your prior consent if necessary. All paper records and card receipts are stored in a locked cabinet/room.

The practice is also monitored by with CCTV in the following areas, reception, carpark, corridors, office and the rear of the practice external. The CCTV is used for the purpose of practice security, however in some limited circumstances it may be used for the purpose of prevention and detection of crime under the ICO GDPR regulations. Please see below.

In these instances we may not require your consent to share the CCTV footage however we will maintain as much confidentiality as reasonably possible.

In some limited circumstances or when required by law or a court order, personal data may be disclosed to a third party not connected with your health care without your prior consent such as the police. In all other situations, disclosure that is not covered by this Code of Practice will only occur when we have your specific consent.

It is our legal obligation to process certain information as dental professionals as previously mentioned, this includes:

- Dental records: charting, medical history, dental history, radiographs, study models, treatment plans, study models, referrals, lab tickets
- Registration information: name, DOB, address, contact information, consents, gender, marital status, GP details, Family members, next of kin.



- Finance details: Dental Care Scheme
- PDQ receipts: we must maintain these records for 6 years.
- Correspondence information: emails, telephone logs, letters
- Patient reviews, suggestions, and feedback on the practice and/or staff.
- CCTV footage obtained by the practice

We do not need your consent to hold information if it is line with our legal obligations as a dental practice. We may seek further consent in areas of particularly sensitive information as detailed above.

Comments, suggestions and complaints

Please contact the IG Lead at the practice for a comment, suggestion or a complaint about your data. Details can be found below. We take complaints very seriously.

If you are unhappy with our response or if you need any advice you should contact the Information Commissioner's Office (ICO). Their telephone number is 0303 123 1113, you can also [chat online with an advisor](#). The ICO can investigate your claim and take action against anyone who's misused personal data. You can also visit their website for information on [how to make a data protection complaint](#).

If you have an enquiry or a request, please contact the Information Governance Lead:

Leigh-Anna Kellegher
Adel Dental Practice,
467a Otley Road, Adel, Leeds, LS16 7NR.
Email: Info@adeldental.co.uk
Phone: 0113 267 1628

Thank you.



Data Opt-Out Policy

(NHS: Children only)

How the NHS and care services use your information

Adel Dental Practice is one of many organisations working in the health and care system to improve care for patients and the public. Whenever an individual uses a health or care service, such as attending Accident & Emergency or using Community Care services, important information about them is collected in a patient record for that service. Collecting this information helps to ensure that the patient gets the best possible care and treatment. The information collected by these services can also be used and provided to other organisations for purposes beyond individual care, for instance to help with:

- Improving the quality and standards of care provided
- Research into the development of new treatments
- Preventing illness and diseases
- Monitoring safety
- Planning services

This may only take place when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about a patient's health and care is **only used** like this where allowed by law.

Most of the time, anonymised data is used for research and planning so that a patient cannot be identified in which case your confidential patient information isn't needed.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care. To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters. On this web page you will:

- See what is meant by confidential patient information
- Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care
- Find out more about the benefits of sharing data
- Understand more about who uses the data
- Find out how your data is protected
- Be able to access the system to view, set or change your opt-out setting
- Find the contact telephone number if you want to know any more or to set/change your opt-out by phone
- See the situations where the opt-out will not apply

You can also find out more about how patient information is used at:

<https://www.hra.nhs.uk/information-about-patients/> (which covers health and care research); and
<https://understandingpatientdata.org.uk/what-you-need-know> (which covers how and why patient information is used, the safeguards and how decisions are made)



You can change your mind about your choice at any time.

Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement.

NHS Health and care organisations **must have** systems and processes in place so they can be compliant with the national data opt-out and apply your choice to any confidential patient information they use or share for purposes beyond your individual care.

Our practice only uses personal health data to provide individualised care to you and does not disclose your data for any other purposes. The national data opt-out does not apply to our usage of your data and we are compliant with the policy.

