

COPPULL DENTAL CENTRE

As you may already be aware, the new **General Data Protection Regulation (GDPR)** came into effect on the 25th May 2018, it is built around giving you full transparency over the way your data is used. In line with this, we have updated our Privacy Policy so you know exactly how we collect, use and protect your data to ensure that your information is kept safe.

Coppull Dental Centre understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our customers and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

1. **Information about us:**

Coppull Dental centre is a private dental practice solely owned by the practicing dentist.

2. **What does this notice cover?**

This privacy information explains how we use your personal data, how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

3. **What is personal data?**

Personal data is defined by the **General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR)** as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular reference to an identifier’.

Personal data is, in simpler terms any information about you that allows you to be identified. Personal data includes obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers.

The personal data we use is set out in **Part 5** below.

4. What are my rights?

Under the GDPR, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This privacy notice should tell you everything that you need to know.
- b) The right to have your personal data rectified if any of the personal data we hold is incorrect or incomplete. .
- c) The right to be forgotten i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have.
(Please see Part 7)
- d) The right to restrict (i.e. prevent) the processing of your personal data.
- e) The right to object to us using your personal data for a particular purpose or purposes.
- f) The right to data portability. This means that you can ask for a copy of your personal data to be re-used within another service or business. **(Please see Part 8)**

Further information about your rights can also be obtained from **the Information Commissioner's Office** or your local **Citizens Advice Bureau**.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the **Commissioner's Office**.

5. What personal data do we collect?

We collect your personal data through the information you give us either

in person, or over the phone when you initially register with the practice, and with the form you complete at the practice whenever you come in for your appointment.

We collect the following information

- Your full name
- Your full postal address
- Date of birth
- Telephone numbers
- Email address
- Details of any medical conditions and any medication you are taking at the time of your appointment

6. How do we use your data?

- To provide and manage your Practice Plan account.
- To identify you, and keep a record of any treatment that has taken place in the past and any further treatment that may be required in the future.
- To communicate with you, including responding to telephone calls from you, we may also call you to remind you of any upcoming appointments, and we may contact you via post to send reminders for check-ups when they are due.

7. How long do we store your data?

The **Data Protection Act** says that someone holding sensitive personal data (which includes dental records) should keep that information no longer than necessary, however this depends on individual circumstances.

The Department of Health has set out the following guidelines:

Under this guidance practitioners are encouraged to retain dental records for a maximum of 30 years in special cases or where treatment has been particularly complex.

In ordinary cases the code suggests the following:

- 11 years for adults
- To the age of 25 for children

If a dentist decides that it is no longer necessary to keep the dental record of an adult after a period of 12 years of non-attendance, the record should be destroyed using a method that ensures that confidentiality is maintained. Should a patient ask at a later date to see their records, it is reasonable to say that their record was destroyed, as it was no longer required to be kept, it is not necessary to consult a patient before the destruction of their records.

8. Can I access my data/request a copy of my dental records?

The right of access to records is either under the **Data Protection Act** or the **Access to Health Records Act** as above. A patient may request a copy of any records held by the dentist, however a discretionary fee of up to £10 (£50 for manual records) can be charged and disclosure must take place as quickly as possible, within the maximum term of 40 days of receipt of the signed patient request.

9. How and where do you store my records?

We will only store your personal data as encrypted files.

10. Do you share my personal data?

We will not share your data with any third parties other than on a need to know basis i.e. referral to another dental practitioner or to the hospital for

COPPULL DENTAL CENTRE

specialist treatment of further examinations that cannot be performed within Coppull Dental Centre.

However under special circumstances detailed below, dental records may be shared with the police on production of a court order:

A common example is that of the police contacting a dentist requesting access to the dental records of a patient who attended a particular surgery to establish an address for what is obviously a known suspect. A dentist faced with this difficulty should contact **Dental Protection** for advice. It may be that the police have a **Court Order or a Statutory Right** to compel disclosure. In that situation there would be no breach of the dentist's professional or common law duty to maintain confidentiality. **If a request is made for the confidential information in connection with legal proceedings it is very unlikely that disclosure would take place unless a Court Order is produced.** In any event, if a dentist is satisfied it is necessary to disclose, he must consider whether he should ask for the patient's consent, whether he can anonymise the disclosure and limit the disclosure to the extent necessary. He should also think about whether any other individual name identified has consented to the disclosure and whether the records should be redacted before disclosure.

As a general rule, if a patient has not consented to disclosure of the confidential information, in the absence of a Court Order, any request for disclosure is likely to be unreasonable.

How do I contact you?

To contact us about anything to do with your personal data and data protection including a request for access, please use the following details:

Email Address: CoppullDentalCentre@gmail.com

Telephone Number: 01257 792534

Postal Address: Coppull Dental Centre, 207 Spendmore Lane, Coppull, Near

Chorley, Lancashire

Please note: any requests regarding data will be forwarded to our Data Protection Lead.

Changes to Privacy Notice

We may change this privacy notice from time to time, this may be necessary for example if the law changes. You should check this whenever you use our website.