

HILL VIEW DENTAL PRACTICE PRIVACY NOTICE

The practice aims to meet the requirements of the Data Protection Act 2018, the General Data Protection Regulation (GDPR), the guidelines on the Information Commissioner's website as well as our professional guidelines and requirements.

The data controller is the Abhaya Soneji, the Information Governance Lead is Jyoti Soneji .

This Privacy Notice is available on the practice website at www.hillviewdental.co.uk/at-reception/ by email if you contact hillviewdental@soegateway.com or by calling 0208 427 1149

You will be asked to provide personal information when joining the practice. The purpose of processing your personal data is to provide you with optimum dental health care and prevention.

The categories and examples of data we process are:

- Personal data for the provision of dental health care
- Personal data for the purposes of providing treatment plans, recall appointments, reminders or estimates
- Personal data such as details of family members for the provision of health care to children or for emergency contact details
- Personal data for the purposes of employed and self-employed team members employment and engagement respectively
- Personal data for the purposes of [direct mail/email/text/other] to inform you of important announcements or about new treatments or services
- Special category data including health records for the purposes of the delivery of health care and meeting our legal obligations
- Special category data to meet the requirements of the Equality Act 2010
- Special category data details of criminal record checks for employees and contracted team members

We 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 such as a hospital we will gain the individual's permission before the referral is made and the personal data is shared. Your data will be shared with the NHS in England, Scotland and Wales or the HSC in Northern Ireland if you are having NHS treatment.

- Personal data is stored in the EU whether in digital or hard copy format
- Personal data is stored in the US in digital format when the data storage company is certified with the EU-US Privacy Shield
- Personal data is obtained when a patient joins the practice or when a patient is referred to the practice.

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

Our lawful bases for processing personal data:

- 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

Our lawful bases for processing special category data:

- Processing is necessary for health care purposes
- Processing necessary for identifying or keeping under review the existence or absence of equality of opportunity or treatment between groups of people with the view to enabling such equality to be promoted or maintained
- We obtain consent of the data subject to process criminal record check

The reasons we process the data include:

- To maintain your clinical records
- To provide you with dental treatment, prevention and oral health advice
- To manage your dental care treatment
- To carry out financial transactions with you
- To send your personal data to the General Dental Council or other authority as required by law
- To communicate with you as and when required including appointment reminders, treatment plans, estimates and other communications about your treatment at 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
- To obtain criminal record disclosures for team members
- For debt recovery
- To continually improve the care and service you receive from us

The personal data we process includes:

Your name, address, gender, occupation, date of birth, NHS number, medical history, dental history, family medical history, family contact details, marital status and financial details for processing payment, your doctor's details and details of treatment at the practice. We may process more sensitive special category data including ethnicity, race or ok

Religion so that we can meet our obligations under the Equality Act 2010, or for example to modify treatment to suit your religion and to meet NHS obligations.

The retention period for special data in patient records is a minimum of 11 years and may be longer for complex records or to meet our legal requirements. The retention period for staff records is 6 years. The retention periods for other personal data is 2 years after it was last processed.

We obtain your personal details when you enquire about our care and service, when you join the practice or when another practitioner refers you for treatment at our practice. Occasionally patients are referred to us from other sources.