



Privacy Policy and Code of Practice for Patients

Keeping Records

Great Central Dental fully supports and complies with the new GDPR regulations, effective 25th May 2018 and also the General Dental Council and CQC guidelines.

This policy describes our procedures for ensuring that personal information about patients is processed fairly and lawfully.

Great Central Dental is registered with The Information Commissioners Office as a Data Controller.

What Personal Data do we collect and why?

We collect Personal Information that identifies patients who use our services. This personal information is specific and relevant to the healthcare services we provide. We process Personal Information about our patients, employees, suppliers and other service providers that enable us to deliver a high standard of personalized care to our dental patients.

We will only use the specific data collected to allow us to engage in our Legitimate Purpose of Healthcare Provision without compromising the interests of both patients and employees. We are committed to taking particular care with the collection and storage of this Sensitive Personal Data. Great Central Dental and its employees have a legal duty to keep information about our patients confidential. We cannot share information about patients without their express consent and this includes with family and friends unless under specific legal conditions.

We keep records relevant to general and dental health and any care and treatment received from our practice. These records help ensure the best possible care for our patients and they may be written down in paper records or held on computer. These records may include:

- Past and current medical and dental condition.
- Personal details such as name, date of birth, NHS number, address, telephone number, email, general medical practitioner and next of kin.
- Contact we have had with patients such as record of appointments and attendance.
- Records of radiographs (X-rays), clinical photographs and study models.



- Information about the treatment that we have provided or propose to provide and any associated costs.
- Relevant financial information for payment of any treatments and services.
- Notes of conversations/incidents that might occur for which a record needs to be kept.
- Records of consent to treatment.
- Any correspondence relating to patients with other health care professionals, for example in the Hospital, Community or Specialist services.

It is essential that patients' details are accurate and up to date. Patients must always check that their personal details are correct when they visit us and should kindly inform us of any changes as soon as possible.

How we process or use Personal Data

We will process personal data that we hold about patients in the following way:

Retaining information

We will retain patients' dental records while they are a patient of the practice and after they cease to be a patient for eleven years or for children, until age 25, whichever is longer.

Security of information

Personal data about our patients is held securely in the practice's computer system and/or in our manual filing system. The information is not accessible to the public and only trained and authorised members of staff have access to it. Our computer system has secure audit trails and we have the confidence of a highly secure cloud storage system.

Disclosure of information

In order to provide proper and safe dental care, we may need to disclose personal information about our patients to:

- their general medical practitioner
- the hospital or community dental services
- other health professionals caring for them



- the Inland Revenue
- private dental schemes of which patients maybe a member.

Disclosure only takes place through secure and mandatory channels so that only those individuals or organisations who need specific information in order to provide continuing and confidential care to patients will be given the information. Only the minimum required information will be disclosed in order for that care to be delivered to a high standard.

In very limited circumstances, where required by law or a court order, personal data may have to be disclosed to a third party not connected with your health care. In all other situations, disclosure that is not covered by this Code of Practice will only occur when we have your specific consent.

Wherever legally required you will be informed of these requests for disclosure.

Patients' rights

Patients, as data subjects, have certain legal rights to control what we do with their information. This includes a right to get access to their personal information; to request us to correct or update incorrect information; to object to or request that we restrict processing their information in certain circumstances; to object to direct marketing; and to receive a copy of the personal information they provided in a portable format. If patients do not wish their personal data to be disclosed or used in the way that is described in this Code of Practice, please discuss the matter with Dr Sabby Sandhu.

It is important to understand that in some cases, exercising their rights may affect our ability to provide them with the high standard of dental care that is expected of us.