



TOVEY LITTLE DENTAL CENTRE PRIVACY NOTICE

We are required by law to maintain the privacy of your health information. We are also required to display this notice about our privacy practices, our legal duty, and your rights concerning your health information.

Tovey Little Dental Centre uses personal and confidential information for a number of purposes. This Privacy Notice provides a summary of how we use your information. To ensure that we process your personal data fairly and lawfully we are required to inform you:

- Why we need your data
- How it will be used and
- Who it will be shared with

The law determines how organisations can use personal information. The key laws are: the General Data Protection Regulation (GDPR), the Human Rights Act 1998 (HRA), relevant health service legislation, and the common law duty of confidentiality.

Tovey Little Dental Centre recognises the importance of protecting personal and confidential information, under the confidentiality code of conduct, all our staff are required to protect your information, and to inform you of how it is used, this includes in most circumstances, allowing you to decide how your information is shared. We take care to meet our legal duties.

We reserve the right to change our privacy practices and the terms of this notice at any time, provided such changes are permitted by law. Before we make a significant change in our privacy practices, we will change this notice and make the new changes available upon request.

Why we process Personal Data (what is the “purpose?”)

“Process” means we obtain, store, update and archive data.

1. Patient data is held for the purpose of providing patients with appropriate, high quality, safe and effective dental care and treatment.
2. Staff employment data is held in accordance with Employment, Taxation and Pensions law.
3. Contractors’ data is held for the purpose of managing their contracts.

What is the Lawful Basis for processing Personal Data?

The Law says we must tell you this:

1. We hold patients’ data because it is in our Legitimate Interest to do so. Without holding the data we cannot work effectively. [Also, we must hold data on NHS care and treatment as it is a Public Task required by law].
2. We hold staff employment data because it is a Legal Obligation for us to do so.
3. We hold contractors’ data because it is needed to fulfil a Contract with us.

What type of information do we hold?

We process personal information to enable us to support the provision of healthcare services to patients, maintain our own accounts and records, promote our services, and to support and manage our employees. The types of personal information we use include:

- Personal details such as names, addresses, telephone numbers
- Family details for example next of kin details

For a full list we can show you are document 'Information we hold'.

Who might we share your data with?

We can only share data if it is done securely and it is necessary to do so.

1. Patient data may be shared with other healthcare professionals who need to be involved in your care for example if we refer you to a specialist or need laboratory works undertaken. Patient data may also be stored for back-up purposes with our computer software suppliers [who may also store it securely overseas].
2. Employment data will be shared with government agencies such as HMRC.

Uses and discloses of health information

We use and disclose health information about you for treatment, payment and healthcare operations. Such disclosure may be in paper or electronic format. For example

- We may disclose your health records to other healthcare providers providing treatment to you.
- We may use and disclose your health information to obtain payment for services we provide for you.

In addition to our use of your health information for treatment and payments, you may give us written authorisation to use your health information or to disclose it to anyone for any purpose. If you give us authorisation you may revoke it at any time in writing.

Unless you give us authorisation we cannot use your health information for reason except those described in this notice

We can use or disclose your protected health information for the following purposes without your written authorisation.

- We may use or disclose health information to notify your family member, personal representative or another person responsible for your care.
- We may use your health information in the event of your incapacity or emergency circumstances
- We may disclose your health information to appropriate authorities if we reasonably believe you are a victim of abuse, neglect, or domestic violence or the possible victim of other crimes.
- We may use your health information when we are required to do so by law.
- We may disclose your health information if required for National security.
- We may disclose your health information in the response to a court order, subpoena or other lawful process.

Patient rights

You have the right to look at or get copies of your health information. Any requests should be put in writing then we have 30 days to comply.

We may charge you a reasonable cost if your request is deemed unreasonable or if multiple requests have been received.

You have the right to request that we amend your health information.

- Your request must be made in writing.
- It must explain why the information should be amended.
- We may deny your request under certain circumstances.

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Your Rights

You have the right to:

1. Be informed about the personal data we hold and why we hold it.
2. Access a copy of your data that we hold by contacting us directly: we will acknowledge your request and supply a response within one month or sooner.
3. Check the information we hold about you is correct and to make corrections if not
4. Have your data erased in certain circumstances.
5. Transfer your data to someone else if you tell us to do so and it is safe and legal to do so.
6. Tell us not to actively process or update your data in certain circumstances.

How long is the Personal Data stored for?

1. We will store patient data for as long as we are providing care, treatment or recalling patients for further care. We will archive (that is, store it without further action) for as long as is required for legal purposes as recommended by the NHS or other trusted experts recommend.
2. We must store employment data for six years after an employee has left.
3. We must store contractors' data for seven years after the contract is ended.

What if you are not happy or wish to raise a concern about our data processing?

You can complain in the first instance to Joanna Carroll our Data Protection Officer. We will do our best to resolve the matter. If this fails, you can complain to the Information Commissioner at www.ico.org.uk/concerns or by calling 0303 123 1113.

CONTACT PERSON: Joanna Carroll (Data Protection Officer)

TELEPHONE: 01924 374092

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