

Data Protection Privacy Notice for Patients

In providing your dental care and treatment, we will ask for information about you and your health. Occasionally, we may receive information from other providers who have been involved in providing your care. This privacy notice describes the type of personal information we hold, why we hold it and what we do with it.

About us

We are Cohen Dental Centre operating at 486, Uxbridge Road, Hatch End, HA4 5SL

Gary Cohen is responsible for keeping secure the information about you that we hold. Those at the practice who have access to your information include dentists and other dental professionals involved with your care and treatment, and the reception staff responsible for the management and administration of the practice.

Our data protection officers ensure that the practice complies with data protection requirements to ensure that we collect, use, store and dispose of your information responsibly. You can contact our data protection officers, by email at dental.v07359@nhs.net

Information that we hold

We can only keep and use information for specific reasons set out in the law. If we want to keep and use information about your health, we can only do so in particular circumstances. Below, we describe the information we hold and why, and the lawful basis for collecting and using it.

Contact details

We hold personal information about you including your name, date of birth, national insurance number, NHS number, address, telephone number and email address. This information allows us to fulfil our contract with you to provide appointments. We will also use the information to send you reminders and recall appointments as we have a legitimate interest to ensure your continuing care and to make you aware of our services.

Dental records

We hold information about your dental and general health, including

Clinical records made by dentists and other dental professionals involved with your care and treatment

X-rays, clinical photographs, digital scans of your mouth and teeth, and study models

Medical and dental histories

Treatment plans and consent

Notes of conversations with you about your care

Dates of your appointments

Details of any complaints you have made and how these complaints were dealt with

Correspondence with you and other health professionals or institutions.

We collect and use this information to allow us to fulfil our contract with you to discuss your treatment options and provide dental care that meets your needs. We also use this information for the legitimate interest of ensuring the quality of the treatment we provide.

Financial information

We hold information about the fees we have charged, the amounts you have paid and some payment details. This information forms part of our contractual obligation to you to provide dental care and allows us to meet legal financial requirements.

Where your dental care is provided under the terms of the NHS, we are required to complete statutory forms to allow payments to be processed. This is an NHS requirement.

How we use your information

To provide you with the dental care and treatment that you need, we require up-to-date and accurate information about you.

We will share your information with the NHS where needed in connection with your dental treatment.

Sharing information

Your information is normally used only by those working at the practice but there may be instances where we need to share it – for example, with:

Your doctor

The hospital or community dental services or other health professionals caring for you

Specialist dental or medical services to which we may refer you

NHS payment authorities

The Department for Work and Pensions and its agencies, where you are claiming exemption or remission from NHS charges

Dental laboratories

Debt collection agencies

Private dental schemes of which you are a member.

We will only disclose your information on a need-to-know basis and will limit any information that we share to the minimum necessary. We will let you know in advance if we send your medical information to another medical provider, and we will give you the details of that provider at that time.

In certain circumstances or if required by law, we may need to disclose your information to a third party not connected with your health care, including HMRC or other law enforcement or government agencies.

National data opt-out policy

Cohen Dental Centre is one of many organisations working in the health and care system to improve care for patients and the public.

Whenever you use a health or care service (A&E or community care services, for example), personal information is collected and stored on your patient record to ensure that you receive the best and most appropriate care and treatment. The information collected can also be used by and provided to other organisations for purposes beyond your individual care, for example, to provide better health and care for you, your family and future generations by:

Improving the quality and standards of care provided

Research into the development of new treatments

Preventing illness and diseases

Monitoring safety

Planning services.

Information about your health and care is confidential and can only be used where allowed by law. Mostly, information used for research and planning is anonymised so that you cannot

be identified; your confidentiality is maintained.

You can choose whether you want your confidential information to be used in this way. If you are happy with this use of your information, you do not need to do anything. If you wish to opt out, your confidential information will be used only to support your individual care.

You can register your choice and find out more at [nhs.uk/your-nhs-data-matters](https://www.nhs.uk/your-nhs-data-matters) – including

What is meant by ‘confidential patient information’

Examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care

The benefits of sharing data and who uses it

How your data is protected

Situations where opt-out will not apply

You can change your choice at any time.

Your information will not be shared with insurance companies or used for marketing purposes without your specific agreement.

Keeping your information safe

We store your personal information securely on our practice computer system [and/or] in a manual filing system (some Xrays). Your information cannot be accessed by those who do not work at the practice; only those working at the practice have access to your information. They understand their legal responsibility to maintain confidentiality and follow practice procedures to ensure this.

We take precautions to ensure security of the practice premises, the practice filing systems and computers.

We use high-quality specialist dental software to record and use your personal information safely and effectively. Our computer system has a secure audit trail and we back-up information routinely.

Access to your information and other rights

You have a right to access the information that we hold about you and to receive a copy. We do not usually charge you for copies of your information; if we pass on a charge, we will explain the reasons.

You can also request us to

Correct any information that you believe is inaccurate or incomplete. If we have disclosed that information to a third party, we will let them know about the change.

Erase some of the information we hold. For legal reasons, we may be unable to erase certain information (for example, information about your dental treatment). However, we can, if you ask us to, delete some contact details and other non-clinical information.

Stop using your information – for example, sending you reminders for appointments or information about our service. Even if you have given us consent to send you marketing information, you may withdraw that consent at any time.

Stop using information if you believe the information is inaccurate or believe we are using your information illegally.

Supply your information electronically to another dentist.

If we are relying on your consent to use your personal information for a particular purpose, you may withdraw your consent at any time, and we will stop using your information for that purpose.

All requests should be made by email to our Practice Manager, Caroline Venables.

If you do not agree

If you do not wish us to use your personal information as described, you should discuss the matter with your dentist. You have the right to object, but this may affect our ability to provide you with dental care.

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