



## Bath & Bristol Periodontal Clinic: Data Protection Privacy Notice for Patients

We provide care for those who refer themselves to us, and as a specialist referral practice we also receive referrals from dental practices (providers). Therefore, we may receive information from other providers who have been involved in providing your care. In providing your dental care and treatment, we will ask you for information about you and your health. This privacy notice describes the type of personal information we hold, why we hold it and what we do with it. The information we collect includes:

- Personal details such as your name, date of birth, address, telephone number and email address
- 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 about your care, appointment dates, any complaints made and how these were dealt with
- Correspondence with other health professionals or institutions
- Details of the fees we have charged, the amounts you have paid and some payment details

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. Dr King is responsible for keeping secure the information about you that we hold. 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 seek your preference for how we contact you about your dental care. Our usual methods are telephone, text, email or letter. Your information is used only by those working at the practice but there may be instances where we need to share it – for example, with your doctor, hospital, or other health professionals caring for you. We will only disclose your information on a need-to-know basis and will limit any information that we share to the minimum necessary. 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. We store your personal information securely on our practice computer system and for some existing patients, a manual filing system. 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. We keep your records for 10 years after the date of your last visit to the Clinic.

You have a right to access the information that we hold about you and to receive a copy. You should submit your request to the practice in writing or by email. We do not usually charge you for copies of your information; if we pass on a charge, we will explain the reasons. If you have any concerns about how we use your information and you do not feel able to discuss it with your dentist or anyone at the practice, you should contact The Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF (0303 123 1113 or 01625 545745). 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. You can request we erase information we hold although you should be aware that, for legal reasons, we may be unable to erase certain information (for example, information about your dental treatment). You may request we stop using your information – for example, sending you reminders for appointments or information about our service, or supply your information electronically to another dentist. If you do not wish us to use your personal information as described, you should discuss the matter with Dr King. If you object to the way that we collect and use your information, we may not be able to continue to provide you with specialist periodontal treatment.