

Privacy policy

We are committed to protecting the privacy of our patients' personal information and to utilizing all personal information in a responsible and professional manner. This document summarizes some of the personal information that we collect, use and disclose. In addition to the circumstances described in this form, we also collect, use and disclose personal information when permitted or required by law.

General: Unless you provide information voluntarily, we will not collect any personal information about you when you visit www.bembridgedental.co.uk.

Email from You: You may email messages to us that will contain your screen name and email address along with any additional information you may wish to include in the text of your message. We do not share your personal information with third parties, unless you have granted us permission to do so.

What information we hold

In order to provide patients with a high standard of dental care and attention, we need to hold personal information about them. This comprises:

1. Past and present medical and dental condition.
2. Personal details such as age, NHS number, address, telephone number, email address and the name and address of their medical practitioner.
3. Social information provided by you such as occupation, emergency contact details and family members.
4. Radiographs, clinical photographs, and study models.
5. Information about the treatment that we have provided, or propose to provide, and all associated costs and payments.
6. Notes of conversations/incidents that might occur for which a record needs to be kept.
7. Records of consent to treatment.
8. Any correspondence relating to them with other healthcare professionals i.e. hospital or community services.

Why we hold information about you

We need to keep comprehensive and accurate personal data about our patients in order to provide them with safe and appropriate dental care. We also need to process personal data about patients in order to provide some care under NHS arrangements and to ensure the proper management and administration of the NHS.

How we process the data

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

Retaining information: We retain patient's records while they are a patient of the practice, and after they cease to be a patient, for at least 10 years or, for children, until age 25, whichever is the longer.

Security of information: Personal data about patients is held on a secured practice computer system. The information is not accessible to the public and only authorised members of staff have access to it. Our computer system is managed by a professional IT company, password protected, has secure audit trails and we take off-site back-ups on a daily basis. Our processes are audited regularly to ensure compliance with this policy.

Third Party Relationships: We may disclose or use your personal information when we, in good faith, believe that either the law requires us to do so or such action is necessary to protect or defend the

Practice rights or property. In order to provide proper and safe dental care, we may need to disclose personal information about patients to, but not limited to:

- patient's general medical practitioner
- Referral targets such as the hospital
- HMRC
- Insurance providers such as simply health
- NHSBSA
- Benefits authorities


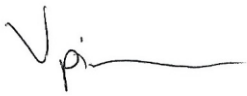
Disclosure will take place on a 'need to know' basis so that only those individuals/organisations that need to know in order to provide care to patients and for the proper administration of Government bodies will be given the information. Only that information that the recipient needs to know will be disclosed. In very limited circumstances, or when required by law or a court order, personal data may have to be disclosed to a third party not connected to health. In all other situations, disclosure will only occur when we have the patients' specific consent. Where possible, they will be informed of these.

Access, Correction and Maintenance of Personal Information

We provide reasonable and practical access for you to identify inaccuracies in your personal information. If you provide us with personal information you have the right to access this data. To request an update, modification, or deletion of any personal information maintained by The Practice, please contact the Practice Manager. We will, upon request, update or delete your personal information, if it is not lawful for us to amend or delete your data the practice manager will provide a written notification of this including the reason why.

Patients have the right of access to the data that we hold about them and to receive a copy. Access may be obtained by making a request in writing. There is no fee for this. We may require evidence of identity before being able to comply with the request. We will provide a copy of the record, and an explanation of the record if required as soon as reasonably practicable after the request, the maximum period is one month after the request.

Patient Wishes If patients do not wish personal data that we hold about them to be disclosed or used in the way described in this policy, please discuss the matter with the practice manager. Patients have the right to object, and these objections would be respected without question, but this may affect our ability to provide dental care.

Signed	Dated	Position	Date for next review
	8 th May 2019	Owner/Data controller	7 th May 2020
	8 th May 2019	DPO	7 th May 2020

