

Privacy Policy

This privacy policy sets out how Corner House Dental Practice aims to meet the requirements of the General Data Protection Regulation (GDPR – Data Protection Act 2018).

Corner House Dental Practice is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Corner House Dental Practice may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

Data Controller

Data Controller can be contacted at our practice address or by telephone. We will assist with any questions that you have concerning the protection of your personal data.

Your Healthcare Records

Corner House Dental Practice is Registered with the Care Quality Commission (CQC – www.cqc.org.uk) and we also comply with the CQC policy for Patient Records patients records held both offline and online.

What we collect

On contacting Corner House Dental Practice either via our website, phone, email or in person you will be asked to provide personal information when joining the practice. The reason for us requesting and processing this information is to provide optimal dental healthcare to you.

We may collect the following information:

- Name and job title
- Contact information including email address and telephone number
- Demographic information such as postcode, preferences and interests
- Information relevant to your personal healthcare request or consideration

- Other information related to surveys and/or offers

What we do with the information we collect

We require this information to understand your needs and provide you with a better service, and for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- **Consent to collect & store your personal data:** In order to submit website forms containing personal data you are requested to opt-in in order to provide your consent.
- **Consent to personal data for marketing:** Whenever you are asked to fill in a form on the website, you have the option to opt-in whether you consent for your personal data to be collected for marketing communications
- **Your right to be removed/forgotten:** If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us using our online form.
- We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.
- You may request details of personal information which we hold about you. If you would like a copy of the information held on you please contact Corner House Dental Practice directly, via email or telephone: 01424777003.
- If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us via admin@cornerhousebattle.com. We will promptly correct any information found to be incorrect.

Your Individual Rights

You have the following rights in regard to the data that we collect and store:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

Should you wish to exercise any of these rights, please call the practice and speak to our Data Controller or Data Protection Officer.

Security

We are committed to ensuring that your information is secure.

- In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Complaints

- If you are unhappy with our response regarding your personal data then please do contact the Information Commissioner's Office (ICO – <https://ico.org.uk/>) who are available to chat 'live' (<https://ico.org.uk/global/contact-us/live-chat/>) or you may telephone them on 0303 123 1113

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement.

Data Protection Policy

CORNER HOUSE DENTAL PRACTICE complies with the 1998 Data Protection Act and this policy describes our procedures for ensuring that personal information about patients is processed fairly and lawfully.

WHAT PERSONAL DATA DO WE HOLD?

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

1. Your past and present medical and dental conditions.
2. Personal details such as your age, National Insurance/NHS number, address, telephone number and the name and address of your medical practitioner.
3. Radiographs, clinical photographs and study models.
4. Information about the treatment that we have provided or propose to provide and it's cost.
5. Notes of conversations/incidents that might occur for which a record needs to be kept.
6. Records of consent to treatment.
7. Any correspondence relating to you with other healthcare professionals, i.e. hospital or community services.

WHY DO 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 care under NHS arrangements and to ensure the proper management and administration of the NHS.

HOW DO WE PROCESS THE DATA?

We will process personal data that we hold about you in the following ways:

1. Retaining information -We will retain your detail records whilst you are a practice patient, and after you cease to be a patient, for at least 11 years or, for children, until age 25, whichever is longer.
2. Security of information -Personal data about you is held on the practice computer system and/or in our manual filing system. The information is not accessible to the public and only authorised members of staff have access to it. Our computer system is password protected, has secure audit trails and we take back-ups regularly. Our processes are audited regularly to ensure compliance with this policy.
3. Disclosure of information -In order to provide proper and safe dental care, we may need to disclose personal information about you to: a) Your general medical practitioner
b) The hospital or community services or any other health professionals caring for you c)
NHS payment authorities
d) Inland Revenue

- e) The Benefits Agency, if you are claiming exemption or remission from NHS charges
 - f) Private dental schemes of which you are a member Disclosure will take place on a 'need to know' basis so that only those individuals/organisations who need to know in order to provide care to you and for the proper administration of Government 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 your health care. In all other situations, disclosure will only occur when we have your specific consent. Where possible, you will be informed of these requests for disclosure.
4. Access -You have the right of access to the data that we hold about you and to receive a copy. Access may be obtained by making a request in writing. You will be required to pay a fee of £10.00 for access to computer records or £20.00 for access to manual records (excluding radiographs). We may require evidence of your 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, within 20 days of the request and payment of the fee.

If you do not wish personal data that we hold about you to be disclosed or used in the way described in this policy, please discuss the matter with your dentist. You have the right to object but this may affect our ability to provide you with dental care.