



## **BELMONT ORTHODONTIC CENTRE**

**5a Belmont, Shrewsbury, Shropshire, SY1 1TE**

### **Data Protection Privacy Notice for Patients**

In providing your dental care and treatment, Belmont Orthodontic Centre 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 Belmont Orthodontic Centre operating at 5a Belmont, Shrewsbury, Shropshire, SY1 1TE.

**Dr Philip Barton** is responsible for keeping secure the information about you that we hold. Those at Belmont Orthodontic Centre who have access to your information include Orthodontists/Orthodontic Therapists 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 Officer, **Dr Philip Barton**, ensures 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 Officer, **Dr Philip Barton**, by email at **[receptionboc@talktalkbusiness.net](mailto:receptionboc@talktalkbusiness.net)** or by phone on **01743 365302**

#### **Information that we hold**

Belmont Orthodontic Centre 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**

Belmont Orthodontic Centre holds information about your dental and general health, including

- Clinical records made by orthodontists 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.

Belmont Orthodontic Centre collects and uses 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**

Belmont Orthodontic Centre holds 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 orthodontic 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.

Belmont Orthodontic Centre will share your information with the NHS and your General Dental Practitioner in connection with your orthodontic treatment.

Belmont Orthodontic Centre may contact you to conduct patient surveys or to find out if you are happy with the treatment you received for quality control purposes.

Belmont Orthodontic Centre will seek your preference for how we contact you about your dental care by asking you to complete our Electronic Communications Form at your initial consultation. Our usual methods are telephone, email or letter.

If we wish to use your information for dental research or dental education, we will discuss this with you and seek your consent. Depending on the purpose and if possible, we will anonymise your information. If this is not possible, we will inform you and discuss your options.

### **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.

Belmont Orthodontic Centre 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**

Belmont Orthodontic 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://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**

Belmont Orthodontic Centre stores your personal information securely on our practice computer system and in 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 Practice or until you reach the age of 25 years, whichever is the longer. At your request, we will delete non-essential information (for example some contact details) before the end of this period.

**Please note that as a result of the present advice given to all patients of the need for lifelong retention, and the ability of each patient to return to this practice for the replacement of their retainers as and when required, the Patient Record cards to include patient treatment data and dental x-rays are to be kept on an indefinite basis to allow clarification where necessary prior to the provision of further retainer appliances. The patient record cards stored as paper notes will be stored in filing cabinets in the locked archive room within the Practice. The electronic patient record cards are to be stored within the orthotrac software system.**

### **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 reserve the right to levy a small charge for copying documentation to cover administration fees.

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 you 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 Data Protection Officer at [receptionboc@talktalkbusiness.net](mailto:receptionboc@talktalkbusiness.net).

**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 orthodontist. If you object to the way that we collect and use your information, we may not be able to continue to provide your dental care.

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).

***Date:***                                ***31st March 2021***

***Review date:***                        ***31st March 2022 (or sooner if deemed appropriate)***