



Privacy Notice

Introduction

This explains who we are, why information is collected about you, the way in which this information may be used, who it is shared with and how we keep it safe. It also explains how the practice uses the information we hold about you, how you go about accessing this information if you wish to see it and to have any inaccuracies corrected or erased.

Who we are?

Hurst Dental Practice is a well established dental surgery over 35 years in the village of Hurstpierpoint. Our dental team of Dentists, Dental Therapist and Nurses provide dental care to our practice population of nearly 4000. Our administrative and managerial staff support the team in providing care for patients.

What information do we collect from you?

Dental records are stored electronically and on paper and include personal details about you such as your address, carers, legal representatives, emergency contact details as well as:

- Any Contact the surgery has had with you such as, appointments, clinic visits, emergency appointments and telephone calls.
- Notes and reports about your health
- Details about your treatment and care
- Details about any medication you are taking
- Results of investigations such as laboratory tests, x-rays
- Relevant information from other health professionals, relatives or those who care for you

Why do we collect this information?

Your records are used to ensure you receive the best possible care from our nurses and doctors. It enables the staff to see previous treatments, medication and enables them to make informed decisions about future



decisions about your care. It helps the dentist to see lists of previous treatments and any special considerations which needs to be considered when care is provided.

Important information is also collected to help is to remind you about specific treatment which you might need, such as dental health checks, or reminders for dental hygiene visits.

Information held about you may be used to help protect the health of the public and to help us improve services. Information may be used within the practice for clinical audit to monitor the quality of the service provided.

Staff at the practice use your information to help deliver more effective treatment to you and to help us to provide you with proactive advice and guidance.

Who might we share your information with?

There are several ways information collected about you is shared, which includes:

1. Patient referrals

With your agreement, your dentist may refer you to other services and healthcare providers not provided by the practice, once you have been seen for your referral, the other health care provider will normally tell us about treatment they have provided for you and any follow up which the dentist needs to provide. This information included is then included in your dental record.

2. Local Hospitals, Community or Social Care Services.

Sometimes the clinicians caring for you need to share some of your information with others who are also supporting you. This could include hospitals or community-based specialists, nurses, health visitors, therapists or social care services.

What do we do with your information?

The healthcare professionals who provide your care maintain records about your dental health. This is a record of care history and allows health care professionals to review your care to help inform futures decisions about your treatment. Sharing this information helps to improve the treatment you receive, such as a hospital consultant writing to your GP, We follow strict data sharing Guidelines to keep your information safe and secure.



How long do we keep your information?

Health and social care records are subject to a nationally agreed code of practice which regulates the minimum period of which records must be kept. This specifies that dental records must be kept for at least 11 years or up to the age of 25 (in case of children)

How do we keep your information safe?

Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential. We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

- General Data Protection Regulation 2018
- Data Protection Act 1998
- Human Rights Act 1998
- Common Law Duty Of Confidentiality
- Health and Social Care Act 2012
- NHS Codes of Confidentiality, information security Records Management
- Information: To share or not to Share Review

We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances such as a life or death situations, or where the law requires information to be passed or where it is in the best interest of the patient to share the information.

YOUR INDIVIDUAL RIGHTS

- Have inaccuracies corrected
- Have information erased
- Data portability

The practice does not engage in any direct marketing, profiling or use any automated decision-making tools.



How can I access the information you hold about me?

You have the right under the Data Protection legislation to request access to obtain copies of all the information the surgery holds about you. You are also allowed to have information amended should it be inaccurate.

In order to access your medical record, you need to let the practice know by making a Subject Access Request (SAR).

The practice will respond to your request within one month of receipt of your request. You will need to give adequate information (for example full name, address, date of birth and details of your request) so that your identity can be verified, and your records located.

It will be very helpful to the practice if you could specify any particular information you need so we can provide the information to you as soon as possible. We have designed a form for patients to help them to identify the information they require and completing this form will help us process this information.

Usually there is no charge to see the information the practice holds about you unless the request is excessive or complicated.

For information about your hospital medical records you should write directly to them.

1. *Have inaccuracies corrected or erased.*

if you feel that the personal data that the practice hold about you is inaccurate or incomplete, then please let us know and we will update our records within one month of notification. If this incorrect information has been sent onwards, we will also inform any other organisation of this. If it is not possible to correct the information, then we will write to you to let you know the reason behind the decision and inform you how you can complain about this.

2. *Data Portability*

you have the right to access our data in a format which allows you to re-use and share it with other organisations should you wish. As such, we will provide your data in a structured, commonly used and machine-readable form.



3. ***Right to object***

As a patient you have the right to object to personal data about you being used or shared.

you also gave the right to restrict the use of data the practice holds about you. If you do wish to object, please contact the practice. This will prevent your confidential information being used other than where necessary by law.

if you are a carer and have a lasting power of attorney for health and welfare then you can also object to personal data being used or shared on behalf of the patients who lacks capacity.

If you do not hold a Lasting Power of Attorney for health and welfare then you can raise your specific concerns with the patient's GP. If you have parental responsibility and your child is not able to make an informed decision for themselves, then you can make a decision about information sharing on behalf of your child. If your child is competent then this must be their decision.

Do I need to do anything?

Inform us of your decisions at the reception or to the dentist. You can change your mind at any time.

Objections / Complaints

Should you have any concerns about how your information is managed at the practice, please contact Mrs. Anu Jawahar, Principal dentist. The Practice will listen to your concerns and try and act upon the concerns raised as best we are able to. If you are still unhappy following a review by the practice, you can then complain to the Information Commissioners Office (ICO) via their website: www.ico.gov.uk

