

Solent House Dental Centre Privacy Notice

Solent House Dental Centre is owned by **Dr Sue Bush** (SBB Dental Care Ltd) and **Dr Anish Badami** (A&G Dental Care Ltd). Both are registered with the Information Commissioners Office under registration numbers Z5776669 and Z5776624 respectively. A number of dental and healthcare professionals work at Solent House Dental Centre and each has their own registration numbers.

Solent House meets the requirements of the Data Protection Act 2018, the General Data Protection Regulation (GDPR) as well as our professional guidelines and requirements.

Our Information Governance Lead is **Dr Susan Bush** and our Data Protection Officer is **Nicole Tizard**, Business Manager.

This Privacy Notice is available on the practice website www.solent-dental.co.uk/privacy-policy/ You may also ask for a copy at reception, by email enquiries@solent-dental.co.uk or you can telephone the practice on 01590 672986.

What personal data do we collect?

We process two categories of personal information about you

- standard personal information (for example, information we use to contact you, identify you or manage our relationship with you); and
- special categories of information for example, health information, information about your race, ethnic origin and religion that allows us to tailor your care.

Standard personal information includes:

- contact information, such as your name, address, email address and phone numbers;
- your age, gender, date of birth, and National Insurance number;
- information about who your GP is
- information about your education status or employment;
- financial details, such as details about your payments and amounts owing
- information about how you use our products and services, such as insurance claims
- information about how you use our website please see our Cookies Policy for more details).
- Your contact and marketing preferences including any interaction on social networking sites such as Facebook

Special category information includes:

- information about your past and current dental condition and physical health, including genetic information, radiographs, clinical photographs and study models, information regarding treatment we have provided or propose to provide and its cost, notes from any conversations we have had which are relevant to you and your treatment here, records of consent, any (we may get this information from notes and reports about your health and any treatment and care you have received or need, or it may be recorded in details of contact we have had with you such as referrals from your existing insurance provider
- information about your race and ethnic origin (we may get this information from your medical history form or NHS forms

How do we collect your personal data?

- Personal data is obtained when you join the practice or are referred here, or if you request information or subscribe to our emailing list.
- Data may come from your parent or guardian if you are under 18 years old; a family member, or someone else acting on your behalf; other clinicians and health care professionals or any service provider, hospitals or insurance companies who work with us in relation to your treatment

Why do we hold personal information?

- It is important that we keep accurate information about you, to help us provide safe and appropriate dental and maxillofacial care. We also need to process data about you if you are referred here for NHS specialist treatment such as Oral Surgery, Orthodontics or private treatment with one of our dental and health care specialists or health insurance providers.
- To send you appointment reminders and notify you about relevant changes to our services
- To provide third parties with information to enable them to assist with your care
- To enable third parties to provide us with data to administer your account with us and provide statistical and other reports
- To send you marketing information or Newsletters where you have signed up and given your consent

How long do we keep your personal information?

- We are required to hold your dental records, x-rays and study models while you are a patient of this practice and for 11 years after you leave our care or to the age of 25 whichever is the later
- We store your data in the practice in both digital and hard copy format.

Who do we share your data with?

- We do not pass your personal details to a third party unless we have a contract for them to process data on our behalf, for example our service providers, a laboratory making dentures or to store your patient records digitally. Your data that is sent digitally will only be shared through means that have end to end encryption.
- If we intend to refer you to another practitioner or for hospital treatment we will ask for your consent **before** the referral is made. Information may be shared with your general medical practitioner, hospital, clinics or community dental services, clinicians and other health-care professionals, private dental schemes or insurers of which you are a member or other health-care providers;
 - suppliers who help deliver products or services on our behalf;
 - people or organisations we have to, or are allowed to, share your personal information with by law (for example, for fraud-prevention or safeguarding purposes, including with the Care Quality Commission);
 - the police and other law-enforcement agencies to help them perform their duties, or with others if we have to do this by law or under a court order;

Your rights under GDPR

- The right to be informed of the data we hold
- The right of access to your records
- The right to rectification of your records
- The right to erasure (your clinical records must be retained for a certain time)
- The right to restrict processing
- The right to data portability
- The right to object
- If you **are** a patient of the practice you have the right to withdraw consent for important notifications, newsletters, surveys, or marketing. You can inform us to correct errors in your personal details or withdraw consent from communication methods such as telephone, email, or text. You have the right to obtain a free copy of your patient records within one month.
- If you are **not** a patient of the practice, for example if you have been referred in and then do not wish to have treatment here we may still hold your information. You do have the right to withdraw consent for processing personal data, to have a free copy of it within one month, to correct errors in it or to ask us to delete it. You can also withdraw consent from communication methods such as telephone, email, or text.

Further details of these rights can be seen in our Information Governance Procedures or at the [Information Commissioner's website](#).

Comments, suggestions, and complaints

Please contact either Dr S Bush or Dr A Badami here at Solent House for a comment, suggestion or a complaint about your data processing at:

enquiries@solent-dental.co.uk

You can also telephone us on 01590 672986 or call in to the practice where one of our team will be happy to help you.

Solent House Dental Centre
Cannon Street
Lymington
Hampshire
SO41 9BR

We take complaints very seriously and are always happy to have feedback from you the patient.

If you are unhappy with our response or if you need any advice you should contact the Information Commissioner's Office (ICO). Their telephone number is 0303 123 1113, You can also chat online to an advisor at www.ico.org.uk or find out how to make a complaint.