

GDPR Privacy Notice & Code of Conduct

From May 2018 Europe's data protection rules will undergo their biggest changes in over 20 years. Since the 1990's the amount of digital information created, captured and stored has vastly increased and so protection laws needed to be updated to keep up with this change. This Data Protection Policy was prepared by Tracey Carter the practice Data Protection Officer. This policy will be reviewed at least every 3 years. The next review is due in May 2021.

All of the staff at Hilltop Dental Spa receive training and comply with Data Protection Regulations, General Data Protection Regulations, the law and good practice with the purpose of protecting sensitive data and information and if sharing ensuring information is shared in compliance with the law, the best interest of the patient and with the patients consent.

We will be open and honest and will report any breaches of confidentiality to the Commissioner and to the individual persons involved.

What personal information do we hold?

In order to provide you with the best care and attention we can we retain the following information about you;

- Your full name, date of birth, address, contact number and email address
- Past and current medical and dental conditions, medications and allergies
- The name of your general practitioner and any hospital consultant you are under
- Radiographs, study models and clinical photographs
- Information about the dental treatment we have provided you with and how much it cost
- Notes of conversation we have had or incidents that might occur for which a record needs to be kept
- Records of your consent to treatment
- correspondence relating to you from other health care professionals such as a hospital

Why do we hold this information about you?

We need to keep comprehensive and accurate personal data about patients to provide you with safe and appropriate care. We will ask you to update your medical history and contact details writing every year, and we will ask you about illnesses and medications at the beginning of each new course of treatment.

Retaining information

We will retain your dental records while you are a patient at the practice and for a minimum of at least 11 years afterwards or for children until the age of 25, whoever is longer. After this your records will be securely archived pending destruction.

Disclosure of information

With proper and due care we may disclose personal information about you. We will not do this without first obtaining your consent, however if you do not give us your consent it may limit care we are able to provide or arrange for you.

We will only disclose information about you to other professionals who will be involved in your care such as The Birmingham Dental Hospital or your own GP. We may need to disclose information to the Dental Practice Board at their request if you have made a claim for National Health Dental Treatment.

We will not sell your personal details to another business or allow access to your information except where necessary for the continuation of your care and with your permission. (In very limited circumstances or when required by law or a court order, personal data may have to be disclosed to the third party not connected with your dental care).

Access to your records

You have the right of access to the data we hold about you and to receive a copy. Formal applications in writing to the practice manager for dental records and you will be provided with a copy free of charge. You have the right to have your records transferred to another provider free of charge (we are required by law to retain a copy ourselves).

If you disagree with your records

If you disagree to an item in your records or feel it is incomplete you have the right to request it is put right. In the first instance put your request in writing to the Data Protection Officer Tracey Carter.

If you do not agree

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