

How we keep your records confidential

Everyone working for the NHS has a legal duty to keep information about you confidential.

We have a duty to

- ☞ Maintain full and accurate records of the care we provide to you
- ☞ Keep records about you confidential, secure and accurate
- ☞ Provide information in a format that is accessible to you (i.e., in large type if you are partially sighted).

We **will not** share information that identifies you for any reason, unless:

- you ask us to do so;
- we ask and you give us specific permission;
- we have to do this by law;
- we have special permission for health or research purposes or
- we have special permission because the interests of the public are thought to be of greater importance than your confidentiality



Our guiding principle is that we are holding your records in STRICT CONFIDENCE

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 Dentist/Doctor
- ☞ NHS Trusts (Hospitals, CCGs)
- ☞ NHS Payment Authorities
- ☞ Department of Work & Pensions
- ☞ V12 Retail Finance
- ☞ Align Technology

We may also share your information, **with your** consent and subject to strict sharing protocols about how it will be used,

With:

- ☞ Social Services
- ☞ Education Services
- ☞ Local Authorities
- ☞ Voluntary Sector Providers
- ☞ Private Sector

Anyone who receives information from us also has a legal duty to:

KEEP IT CONFIDENTIAL

Our data protection officer ensures that the practice complies with data protection requirements to ensure that we collect, use, store and dispose of your information responsibly

If need further information please request a copy of our Privacy Policy (also available on our website). **If you require this leaflet in a different format or you need further information or assistance, please contact:**

The Practice Manager



Privacy Notice
How we use your
Health Records

Better information, better health

This leaflet explains:

- ☞ **Why the NHS collects information about you and how it is used**
- ☞ **Who we may share information with**
- ☞ **Your right to see your health records and how we keep your records confidential**

Information that we collect

In the National Health Service we aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

These records may include:

- 📁 Personal details such as your name, date of birth, NHS number, address, telephone number and email address
- 📁 Information about your dental & general health
- 📁 Contact we have had with you such as clinical visits
- 📁 Details and records about your treatment and care, including x-rays, digital scans, study models and clinical photographs
- 📁 Details of any complaints you have made and how they were dealt with
- 📁 Relevant information from people who care for you and know you well, such as health professionals and relatives
- 📁 Details of any fees we have charged and amounts you have paid

Our Data Protection Officer ensures that the practice complies with data protection requirements to ensure that we collect, use store and dispose of your information responsibly.

Those at the practice who have access to your information include dental professionals involved in your care, our reception team and staff responsible for the administration of our practice.

How we use your information

The people who care for you use your records to:

- 📁 Provide a good basis for all health decisions made by you and care professionals
- 📁 Allow you to work with those providing care
- 📁 Make sure your care is safe and effective, and
- 📁 Work effectively with others providing you with care

Others may also need to use records about you to:

- check the quality of care (such as clinical audit)
- protect the health of the general public
- keep track of NHS spending
- manage the health service
- help investigate any concerns or complaints you or your family have about your health care
- teach health workers and
- help with research

Some information will be held centrally to be used for statistical purposes. In these instances we take strict measures to ensure that individual patients cannot be identified.

We use anonymous information, wherever possible, but on occasions we may use personally identifiable information for essential NHS purposes such as research and auditing. However, this information will only be used with **your consent**, unless the law requires us to pass on the information.

Access to your information and other rights

You have the right to confidentiality under the General Data Protection Regulation 2018 (GDPR), the Human Rights Act 1998 and the Common Law Duty of Confidentiality (the Disability Discrimination and the Race Relations Acts may also apply).

You also have the right to access the information we hold about you and receive a copy. Your request must be made in writing.

You can also request us to:

- 📁 Correct any information you believe is inaccurate or incomplete
- 📁 Erase information we hold (for legal reasons we may be unable to erase certain information)
- 📁 Stop using your information – for example sending you reminders for appointments or information about our services
- 📁 Supply information electronically to another dentist

If you think anything is inaccurate or incorrect, please inform us immediately.

If you do not agree

If you have any concerns about how we use your information please discuss the matter with your Orthodontist or the Practice Manager.

If you do not feel able to discuss it with the practice you should contact :

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Tel: 0303 1231113 or 01625 545745
www.ico.org.uk