

## DATA PROTECTION CODE OF PRACTICE

Hanwell Dental Practice complies with the 1988 Data Protection Act and this policy describes our procedures for ensuring information about patients is processed fairly and lawfully.

### WHAT PERSONAL DATA DO WE HOLD?

In order to provide patients with a high standard of dental care and attention, we need to hold personal information about them. This comprises:

1. Past and present medical and dental condition.
2. Personal details such as age, NHS number, address, telephone number and the name and address of their medical practitioner.
3. Radiographs, clinical photographs and study models.
4. Information about the treatment that we have provided or propose to provide and its cost.
5. Notes of conversations/incidents that might occur for which a record need to be kept.
6. Records of consent to treatment.
7. Any correspondence relating to them with other healthcare professionals i.e. hospital or community services.

### WHY DO WE HOLD INFORMATION ABOUT YOU?

We need to keep comprehensive and accurate personal data about our patients in order to provide them with safe and appropriate dental care. We also need to process personal data about patients in order to provide care under private arrangements and to ensure the proper management and administration of the practice.

### HOW DO WE PROCESS THE DATA?

We will process personal data that we hold about patients in the following way:

#### 1. Retaining information

We will retain patients' records while they are a patient of the practice, and after they cease to be a patient, for at least 11 years or, for children, until age 25, whichever is the longer.

#### 2. Security of information

Personal data about patients is held on the practice computer system and/or in our manual filing system. The information is not accessible to the public and only authorised members of

staff have access to it. Our computer system is password protected, has secure audit trails and we take back-ups regularly. Our processes are audited regularly to ensure compliance with this policy.

### 3. Disclosure of information

In order to provide proper and safe dental care, we may need to disclose personal information about patients to:

- A patient's general medical practitioner
- The hospital or community services
- Other health professionals caring for them
- Private Dental Schemes of which they are a member

Disclosure will take place on a 'need to know' basis so that only those individuals/organisations that need to know in order to provide care to patients and for the proper administration of Government will be given the information. Only that information that the recipient needs to know will be disclosed. In very limited circumstances, or when required by law or a court order, personal data may have to be disclosed to a third party not connected to health. In all other situations, disclosure will only occur when we have the patient's specific consent. Where possible, they will be informed of these.

### 4. Access to records

Under the Data Protection Act 1998, patients have the right of access to the data that we hold about them and to receive a copy. Access may be obtained by making a request in writing. The maximum charges are:

- £10 for records that are only held electronically
- up to £50 for those records that are not available in electronic form or only partially available in electronic form

We may require evidence of identity before being able to comply with the request. We will provide a copy of the record, and an explanation of the record if required within 40 days of the request and payment of the fee.

### PATIENTS WISHES

If patients do not wish personal data that we hold about them to be disclosed or used in the way described in this policy, please discuss the matter with your dentist. Patients have the right to object but this may affect our ability to provide them with dental care.