



Little Dental Co.
FAMILY DENTAL PRACTICE

Batheaston Dental Rooms
211 London Road East
Bath
BA1 7NB

Code of Practice – Patient Data

Keeping your records

This practice complies with the *Data Protection Act (1998)* and General Data Protection Regulations May 2018. This policy describes our procedure for ensuring that personal patient information is processed fairly and lawfully.

What personal data do we hold? In order to provide you with a high standard of dental care and attention, we need to hold personal information about you. This personal data comprises:

Your past and current medical and dental condition; personal details such as your age, national insurance number/NHS number, address, telephone number and your general medical practitioner
Radiographs, clinical photographs and study models
Information about the treatment that we have provided or propose and its cost
Notes of conversations or incidents that might occur for which a record needs to be kept
Records of consent to treatment
Any correspondence relating to you with other health care professionals, for example in the hospital or community services.

Why do we hold information about you? We need to keep comprehensive and accurate personal data about patients in order to provide you with safe and appropriate dental care. We also need to process personal data about you in order to provide care under NHS arrangements and to ensure the proper management and administration of the NHS.

Retaining information. We will retain your dental records and orthodontic study models while you are a practice patient and after you cease to be a patient, for at least eleven years, or for children until age 25, whichever is the longer.

Security of information. Personal data about you is held in the practice's computer system and/or in a manual filing system. The information is only accessible to authorised team members. Our computer system has secure audit trails and we back up information routinely.

Disclosure of information.

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

Your general medical practitioner
The hospital or community dental services
Other health professionals caring for you

NHS payment authorities

The Inland Revenue

The Benefits Agency, where you are claiming exemption or remission from NHS charges

Private dental schemes of which you are a member.

Disclosure will take place on a 'need-to-know' basis, so that only those individuals/organisations who need to know in order to provide care to you and for the proper administration of Government (whose personnel are covered by strict confidentiality rules) 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 with your health care. In all other situations, disclosure that is not covered by this Code of Practice will only occur when we have your specific consent. Where possible you will be informed of these requests for disclosure.

Access to your records. You have the right of access to the data that we hold about you and to receive a copy, or you may authorise a third party, such as your lawyer, to do so on your behalf. Parents may access their child's records if this is in the child's best interests and not contrary to a competent child's wishes. Formal applications for access must be in writing to the Practice Manager. You may find the free template available on the Information Commissioners Office useful: <https://ico.org.uk/your-data-matters/your-right-of-access/>.

On receipt of a Subject Access Request the practice will:

- Reply to you without delay and at the latest within one month, starting from the day we receive the SAR. If necessary, we will extend the period of compliance by a further two months where requests are complex or numerous, but we will inform you within one month of the receipt of the request and explain why an extension is necessary.
- Provide you with a copy of the personal data requested in the SAR free of charge. We may however charge 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if it is repetitive. We may also charge a reasonable fee for requests of further copies of the same information.
- Give you the information in a commonly used format wherever possible. Unless it takes a 'disproportionate effort' or if you agree to some other form, such as seeing it on screen.
- On receipt of a Subject Access Request (SAR) the practice will provide to the individual only, (unless we have received written authorisation from you to do otherwise) a copy of your records within 30 days of receipt of the request (and fee if payable) and an explanation of your record should you require it.

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 that is described in this Code of Practice, please discuss the matter with your dentist. You have the right to object; however, this may affect our ability to provide you with dental care.

Dated: December 2020

Review Date: December 2021 or earlier on receipt of new instructions