

The Old Orchard Dental Practice- Privacy Policy

Name: Old Orchard Dental Practice

Address: 57-59a High Street, Bonnyrigg, Midlothian, EH19 2DB

Phone Number: 0131 663 8800

Email: info@oldorcharddental.co.uk

Practice communication for all Patient Data in accordance with General Data Protection Regulations (GDPR)

THE PURPOSE OF THIS DOCUMENT

The Old Orchard Dental Practice is committed to protecting the privacy and security of your personal information.

This privacy notice describes how we collect and use personal information about patients during and after any treatment with us, in accordance with the General Data Protection Regulation (**GDPR**).

The Old Orchard Dental Practice is a “data controller”. This means that we are responsible for deciding how we hold and use personal information about you as a patient. We are required under data protection legislation to notify you of the information contained in this privacy notice.

This notice applies to current and former patients of the Old Orchard Dental Practice. This notice does not form part of any contract to provide services. We may update this notice at any time.

It is important that you read this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information. A copy of the full GDPR Policy and Procedure is available for review at the Old Orchard Dental Practice

1. DATA PROTECTION PRINCIPLES

We will comply with data protection law. This says that the personal information we hold about you must be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept securely.

2. TYPES OF INFORMATION WE HOLD ABOUT YOU

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

There are “special categories” of more sensitive personal data which require a higher level of protection.

We will collect, store, and use the following categories of patient data;

- Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses.
- Date of birth.
- Marital status and dependants.
- Next of kin and emergency contact information.
- National Insurance/Community Health Index number.
- Bank account details.
- Registration date with the Old Orchard Dental Practice

- Information that the individual is or has been a patient of the Old Orchard Dental Practice or has attended, cancelled or failed to attend an appointment on a certain day.
- Demographic information, such as postcode, preferences and interests, website usage data, including IP address, dates and frequency of visits, the way you use and interact with the content. This list is not exhaustive.

3. HOW YOUR PERSONAL INFORMATION COLLECTED

We collect personal information about patients, either directly from you or are provided information by third parties.

We will collect additional personal information in the course of marketing activities carried out by the Old Orchard Dental Practice.

3.1 COOKIES

We collect information automatically when you visit our website, through the use of cookies, to compile aggregate data about site traffic and site interactions in order to offer better site experiences and tools in the future. We may also use trusted third-party services that track this information on our behalf. You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings. Since every browser is a little different, look at your browser's Help Menu to learn the correct way to modify your cookies. If you turn cookies off, some of the features that make your site experience more efficient may not function properly. It won't affect the user's experience that make your site experience more efficient and may not function properly.

3.2 GOOGLE ANALYTICS

When someone visits www.oldorcharddental.co.uk we use Google Analytics, a third-party service, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does

not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

4. HOW WE USE YOUR INFORMATION

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

- Where we need to perform the contract, we have entered into with you.
- Where we need to comply with a legal obligation.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- To administer our site and for internal operations, including troubleshooting, improvements, data analysis, testing, research, statistical and review purposes.
- As part of our efforts to keep our site safe and secure.
- To measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you.

We may also use your personal information in the following situations, which are likely to be rare:

- Where we need to protect your interests (or someone else's interests).
- Where it is needed in the public interest or for official purposes
- Archiving your sensitive personal data for use in the public interest, scientific interest. Also, this data may be used for historical and statistical purposes.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing your information are:

- Your consent. You are able to remove your consent at any time. You can do this by contacting info@oldorcharddental.co.uk
- We have a contractual obligation.
- We have a legal obligation.
- We have a vital interest.

- We need it to perform a public task.

5. SITUATIONS IN WHICH WE WILL USE YOUR PERSONAL INFORMATION

We need all the categories of information in the list above primarily to allow us to perform our contract with you and to enable us to comply with legal obligations. In some cases, we may use your personal information to pursue legitimate interests of our own or those of third parties, provided your interests and fundamental rights do not override those interests. The situations in which we will process your personal information are listed below.

- Administering the terms and conditions we have entered into with you.
- Administering our Dental Plan Membership Schemes.
- Accounting and auditing.

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

6. FAILURE TO PROVIDE PERSONAL INFORMATION

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you (such as providing dentistry services or providing any other associated benefit), or we may be prevented from complying with our legal obligations (such as health and safety).

7. CHANGE OF PURPOSE

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

8. HOW WE USE PARTICULARLY SENSITIVE PERSONAL INFORMATION

“Special categories” of particularly sensitive personal information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We have in place an appropriate policy document and safeguards which we are required by law to maintain when processing such data. We may process special categories of personal information in the following circumstances:

- In limited circumstances, with your explicit written consent.
- Where we need to carry out our legal obligations or exercise rights in connection with providing our services.
- Where it is needed in the public interest, such as for Government Department monitoring.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else’s interests) and you are not capable of giving your consent, or where you have already made the information public. We may also process such information about patients or former patients in the course of legitimate business activities with the appropriate safeguards.

- Details regarding your personal identification such as your physical condition. This includes x-ray imaging, genetic and biometric data.
- Information concerning your medical history, including physical and/or mental condition and your oral health or condition.
- Information about discussions undertaken and agreements reached on treatment options, including costs of any proposed treatment.

- Information about the treatment that is planned, is being undertaken or has been provided.
- Information about family members and personal circumstances supplied by you or others.
- The amount that was paid for treatment, the amount owing, or the fact that the patient is a debtor or creditor to the Old Orchard Dental Practice.

9. DO WE NEED YOUR CONSENT?

We do not need your consent if we use special categories of your personal information in accordance with our written policy to carry out our legal obligations or exercise specific rights in the field of health and safety law.

In limited circumstances, we may approach you for your written consent to allow us to process certain particularly sensitive data. If we do so, we will provide you with full details of the information that we would like and the reason we need it, so that you can carefully consider whether you wish to consent. You should be aware that it is not a condition of your contract with us that you agree to any request for consent from us.

10. DATA SHARING

We may have to share your data with third parties, including third-party service providers and regulatory authorities.

We require third parties to respect the security of your data and to treat it in accordance with the law.

We may transfer your personal information outside the EU. If we do, you can expect a similar degree of protection in respect of your personal information.

Why might you share my personal information with third parties?

We will share your personal information with third parties where required by law, where it is necessary to deliver a service to you or where we have another legitimate

interest in doing so. Only that information that the recipient needs to know will be shared. 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 your health care.

Which third-party service providers process my personal information?

“Third parties” includes third-party service providers. These may include (this list is not exhaustive);

- Your general medical practitioner
- Other health professionals caring for you, such as dental laboratories
- Private dental schemes of which you are a member
- NHS payment authorities
- Inland Revenue
- The Benefits Agency, where you are claiming exemption or remission from NHS charges
- Insurance companies.
- Regulatory authorities such as the GDC and the Care Quality Commission.
- Fraud prevention agencies.
- NHS Local Authorities and designated agents.
- The British Dental Association (BDA).

How secure is my information with third-party service providers?

All our third-party service providers are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

What about other third parties?

We may share your personal information with other third parties, for example in the context of the possible sale or restructuring of the business. We may also need to share your personal information with a regulator or to otherwise comply with the law.

11. DATA SECURITY

We have put in place measures to protect the security of your information. Details of these measures are available upon request.

Third parties will only process your personal information on our instructions and where they have agreed to treat the information confidentially and to keep it secure.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information by other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a **duty** of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

12. DATA RETENTION

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Patient data is retained for a period of 11 years, or for children until age 25, whichever is longer.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

13. RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION

13.1 YOUR DUTY TO INFORM US OF CHANGES

It is important that the personal information we hold about you is accurate and current. Please keep us **informed** if your personal information changes during your relationship with us.

13.2 YOUR RIGHTS IN CONNECTION WITH PERSONAL INFORMATION

Under certain circumstances, by law you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us in writing at info@oldorcharddental.co.uk or 57a-59, High St, Bonnyrigg, Midlothian, EH192DB, if you wish to make a request.

13.3 WHAT WE MAY NEED FROM YOU

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

13.4 RIGHT TO WITHDRAW CONSENT

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent please contact Neil Brockie, Practice Owner. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law; but this may affect our ability to provide you with dental care.

If you have any questions about this privacy notice or how we handle your personal information, please contact us. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

14. CHANGES TO THIS PRIVACY NOTICE

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

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