

## **Privacy Promise**

The information below describes our procedures for ensuring that personal information is processed fairly and lawfully.

### **What personal data do we collect?**

To provide you with a high standard of dental care and attention we need to hold personal information about you. This personal data includes:

- Your past and current medical and dental condition; personal details such as your name, age, national insurance number/ NHS number, address, telephone number, email address, job role, details of your family members and your general medical practitioner.
- Radiographs, clinical photographs and study models.
- Information about the treatment that we have provided or propose to provide, and the cost, including appointments and appointment times.
- Notes of conversations/ incidents about your care, for which a record needs to be kept.
- Any correspondence between you and Brookview Dental Care.
- Records of consent to treatment.
- Correspondence relating to you with other health care professionals, for example in the hospital or community setting, or in specialist practices.

### **Who is collecting the data?**

The data can be collected by any member of the dental team depending on their job roles. For example, information related to contacting you such as your telephone number will generally be collected or confirmed by the receptionist. Medical and dental information will generally be collected and confirmed by either the dentist or the dental nurse.

### **How is it collected?**

Data is collected and confirmed by you filling in forms that we have in the practice relating to your treatment needs such as:

- A medical history form.
- A new patient form.
- A smile questionnaire.
- A headache questionnaire.

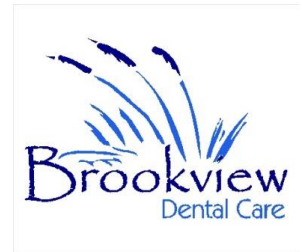
Any piece of information you provide to us is recorded, including if it is provided verbally.

Web: [www.brookviewdentalcare.co.uk](http://www.brookviewdentalcare.co.uk)

Email: [contactus@brookviewdentalcare.co.uk](mailto:contactus@brookviewdentalcare.co.uk)

Tel: 01509 856 041

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### **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 you in order to provide care under Denplan and NHS arrangements.

### **How will the data be used?**

The data will be stored and retained by Brookview Dental Care in order to provide you with a high level of treatment and service. Once the data is collected we use locked filing cabinets, password protected computers and software programs to store your data. We use a practice management software called Software of Excellence to manage your data. Data backups are made daily and stored off-site in a secure, encrypted way. Our network security is maintained by an external specialist IT company called Microminder.

### **Who will the data be shared with?**

There may be occasions where you will be referred to a specialist practice or NHS department. During referrals relevant pieces of information will be shared with the organisation/ department who are receiving the referral.

Data will not be shared with any other third party unless we are legally obliged to share the information, such as a Section 29 notice by the police.

### **Retaining Information**

We will retain your dental records while you are a practice patient and after you cease to be patient for at least 11 years or until the age of 25, whichever is longer. The maximum amount of time that your data will be stored is 30 years after you last attended the surgery.

**When you enter the Health Centre from the main entrance you may be captured on the CCTV camera that is only used in case of a police incident. Brookview Dental Care does not have direct access to the CCTV footage. In an emergency access to the CCTV footage can be facilitated by the landlord (NHS Property Services).**