

Kings Mills Dental Practice

Data Protection Privacy Notice for Patients

Purpose

When you receive dental care and treatment from Kings Mills Dental Practice, we need to collect and use information about you and your health.

We may also receive information from other healthcare providers who have been involved in your care.

This Privacy Notice explains what personal information we hold about you, why we hold it, how we use it, who we may share it with, how we keep it secure and the rights you have in relation to your personal information.

This notice is issued by Incise Limited t/a Kings Mills Dental Practice in accordance with the Data Protection (Bailiwick of Guernsey) Law, 2017.

Please read this notice carefully and contact us if you have any questions about how we use your information.

About Us

Incise Limited t/a Kings Mills Dental Practice is responsible for the personal information we hold about you.

The practice operates from:

Kings Mills Dental Practice

Les Grandes Moulins
Rue A L'Eau
Castel
Guernsey
GY5 7AN

The Practice Owners, Dr Keith Otty and Dr Louise Toney, have overall responsibility for keeping patient information secure.

Depending on your care and treatment, your information may be accessed by:

- dentists and other dental professionals involved in your care
- reception and administrative staff where access is necessary to manage and administer your care
- other authorised members of the practice team where access is necessary for their role.

Access to patient information is restricted to those who need it to carry out their responsibilities.

Information We Hold About You

We only collect and use personal information for specific purposes and in accordance with applicable data protection requirements.

The information we may hold includes the following.

Contact Information

We may hold:

- name
- date of birth
- GY number
- address
- telephone number
- email address
- other contact information you provide.

This information allows us to manage your appointments and provide and administer your dental care.

We may use your contact details to send appointment reminders and recall information to support your continuing care.

Where appropriate, we may also use your contact details to provide information about practice services. Where consent is required, we will seek your consent before sending marketing communications.

Dental and Health Records

We may hold information relating to your dental and general health, including:

- clinical records made by dentists and other dental professionals involved in your care
- dental and medical histories
- x-rays
- clinical photographs
- digital scans of your mouth and teeth
- study models
- treatment plans and consent records
- notes of discussions and conversations about your care
- appointment dates and attendance
- details of complaints you have made and how they were dealt with
- correspondence with you
- correspondence with other healthcare professionals, hospitals or institutions involved in your care.

We collect and use this information to assess your needs, discuss treatment options, provide appropriate dental care and maintain an accurate record of your treatment.

We may also use relevant information to monitor and improve the quality and safety of the services we provide.

Financial Information

We may hold information about:

- fees charged
- payments made

- outstanding balances
- relevant payment information.

This information allows us to administer your account, provide dental care in accordance with our arrangements with you and meet relevant financial and legal requirements.

How We Use Your Information

We require accurate and up-to-date information to provide safe and appropriate dental care.

We may use your information to:

- provide and manage your dental care and treatment
- assess your dental and general health
- discuss treatment options and obtain appropriate consent
- maintain accurate clinical records
- manage appointments and recalls
- communicate with you about your care
- arrange referrals to other healthcare professionals or services
- administer payments and accounts
- respond to questions, concerns and complaints
- monitor and improve the quality and safety of our services
- meet legal, professional and regulatory requirements
- comply with relevant requirements of the States of Guernsey and other government or regulatory bodies.

We may contact you by telephone, email or letter. We will seek your preference for how we contact you about your dental care where appropriate.

We may also invite you to take part in patient surveys or ask for feedback about your experience or treatment to help us monitor and improve the quality of our services.

Sharing Your Information

Your information is normally used by authorised members of the practice team.

There may, however, be circumstances where we need to share relevant information with other organisations or individuals involved in your care or where there is an appropriate legal or professional reason to do so.

This may include:

- your doctor or GP
- hospitals
- community dental services
- other healthcare professionals involved in your care
- specialist dental or medical services to which you are referred
- the States of Guernsey Social Security Department, where relevant to exemption or remission from private dental charges
- dental laboratories
- dental insurance providers or private dental schemes where applicable
- debt collection agencies where appropriate in relation to outstanding accounts
- other organisations where required to administer your care or treatment.

Where appropriate, we will tell you when your health information is being shared with another healthcare provider and provide details of the provider.

We may also be required or permitted to disclose information to organisations not directly involved in your healthcare, including:

- States of Guernsey departments or bodies
- law enforcement agencies
- regulatory bodies
- courts or other authorities where required or permitted by law.

We will only disclose information where there is an appropriate reason to do so and will limit the information shared to what is necessary for the relevant purpose wherever possible.

Keeping Your Information Safe

We take appropriate measures to protect the personal information we hold about you.

Information may be stored:

- securely on the practice computer system
- within electronic patient records
- in manual filing systems where applicable.

Access to patient information is restricted to authorised team members who need the information to carry out their responsibilities.

All team members with access to patient information are expected to maintain confidentiality and follow the practice's information governance and security procedures.

We take appropriate precautions to protect the practice premises, filing systems, computers and other information storage arrangements.

Our practice management and dental software is used to record and manage patient information securely. Appropriate access controls and audit trails are used, and information is backed up routinely.

Retention of Your Information

We retain patient records for 15 years after the date of your last visit to the practice or until you reach the age of 25, whichever is longer, in accordance with the practice's current records retention arrangements.

Some information may need to be retained for longer where required for legal, regulatory, professional, financial or other legitimate purposes.

You may ask us to delete non-essential information, such as certain contact details, where there is no requirement for us to retain it.

Clinical information relating to your dental care may need to be retained for the applicable retention period and may not be deleted simply because you request its removal.

Your Rights

You have rights in relation to the personal information we hold about you, subject to any applicable legal restrictions.

You may request:

Access

You have the right to request access to the personal information we hold about you and to receive a copy.

Correction

You may ask us to correct information that you believe is inaccurate or incomplete.

Where appropriate, if inaccurate information has been shared with a third party, we will take reasonable steps to inform them of the correction.

Erasure

You may ask us to delete personal information in certain circumstances.

We may be required to retain information relating to your dental care, financial records or other matters for legal, regulatory, professional or other legitimate purposes and therefore may not always be able to comply with a request for deletion.

Restriction

You may ask us to restrict the use of your information in certain circumstances, including where you believe information is inaccurate or that its use is unlawful.

Objection

You may object to certain uses of your personal information where the applicable data protection requirements provide you with this right.

For example, you may ask us to stop using your information for non-essential communications such as marketing.

Marketing Consent

Where we rely on your consent to send marketing communications, you may withdraw your consent at any time.

Data Portability

In certain circumstances, you may request that personal information you have provided to us is supplied electronically or transferred to another dental professional.

Making a Request

Requests relating to your personal information should be made to:

Dr Keith Otty, Dr Louise Toney or the Clinical Manager
Kings Mills Dental Practice

Email: reception@kingsmills.gg

Requests may be made by email or in writing.

We will consider and respond to requests in accordance with applicable data protection requirements.

If You Have Concerns

If you have concerns about how we use your personal information, we encourage you to discuss them with your dentist or another member of the practice team in the first instance.

If you are unhappy with how we have handled your personal information or with our response to a data protection request, you have the right to raise a concern with the Office of the Data Protection Authority (ODPA).

Office of the Data Protection Authority

Block A, Lefebvre Court
Lefebvre Street
St Peter Port
Guernsey
GY1 2JP

Telephone: +44 (0)1481 742074

Email: info@odpa.gg

Confidentiality

We treat information about your health and dental care as confidential.

Information will only be accessed, used or shared where there is an appropriate reason to do so and in accordance with our confidentiality and information governance procedures.

Review

This Privacy Notice will be reviewed periodically and whenever there are significant changes to data protection requirements, practice arrangements or the way patient information is collected or used.