

Privacy Policy

What information do we hold?

We may collect the following kinds of information about you:

- Personal details such as your name, date of birth, gender, national insurance number, NHS number, address, telephone number, email address, occupation
- Information about your dental and general health, including clinical records made by dentists and other dental professionals involved with your care and treatment
- X-rays, clinical photographs, digital scans of your mouth and teeth, and study models
- Medical and dental histories
- Treatment plans and consent
- Notes of conversations with you about your care
- Correspondence from other health professionals or institutions involved in your care
- Details of the fees we have charged, payments exemptions (NHS), the amounts you have paid and some payment details

How we use your information – the purpose

We may use this information to:

- To provide you with the dental care and treatment that you need, we require up-to-date and accurate information about you.
- We may contact you to conduct patient surveys or to find out if you are happy with the treatment you received for quality control purposes.
- We will seek your preference for how we contact you about your dental care. Our usual methods are SMS, telephone, email or letter.

If we wish to use your information for dental research or dental education, we will discuss this with you and seek your consent. Depending on the purpose and if possible, we will anonymise your information. If this is not possible, we will inform you and discuss your options.

Sharing your information

Your information is normally used only by those working at the practice but there may be instances where we need to share it – for example, with:

- Your doctor
- You request
- The hospital or community dental services or other health professionals caring for you
- NHS payment authorities
- The Department for Work and Pensions and its agencies, where you are claiming exemption or remission from NHS charges
- Private dental schemes of which you are a member
- Debt collection companies

In certain circumstances or if required by law, we may need to disclose your information to a third party not connected with your health care, including HMRC or other law enforcement or government agencies.

How we will keep your information safe

We employ administrative, electronic and physical security measures to ensure that the information that we collect about you is protected from access by unauthorised persons and protected against unlawful processing, accidental loss, destruction and damage.

This includes:

- Password protection
- Locked cabinets/rooms
- Practice security systems
- Virus protection
- Secure servers
- Back-up facilities
- Secure cloud-based storage

Your rights

Access

You have a right to access the information that we hold about you and to receive a copy. You can make a request by contacting your practice by e-mail on info@specialistendocentre.co.uk.

Rectification

You have a right to correct any information that you believe is inaccurate or incomplete. Please contact your practice to request a change in information.

Erasure

You have a right to request that we delete your personal information, although you should be aware that, for legal reasons, we may be unable to erase certain information (for example, information about your dental treatment). Please contact your practice to make this request.

Restriction

You have the right to request us to restrict the processing of your personal information for example, sending you reminders for appointments or information about our service. Please contact your practice to make this request.

Portability

You have a right to data portability, this could include supplying your information to another dentist. Please contact your practice to make this request.

Not happy?

If you are not happy about how Specialist Endodontic Centre, uses your information please e-mail to us info@specialistendocentre.co.uk alternatively call us on 023 9275 4333. We will happy to discuss that with you.

You can also seek advice from The Information Commissioner' s Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, (0303 123 1113)