

## **Balbirnie Oral Care**

### **Privacy Notice for patients and referrers (in compliance with new GDPR guidelines)**

Balbirnie Oral Care Ltd is the data controller.

Patient information is stored by Balbirnie Oral Care Ltd. This information is received from the patient's Dentist or Orthodontist in the first instance and is confirmed and updated by the patient. Some patients self-refer to us and offer the information themselves. Information includes first name, surname, date of birth, address, telephone number(s) and email address. No bank card data is held by Balbirnie Oral Care. Patients who wish to pay by card do so via card machine which is provided to us by World Pay Card Services.

Patient data is collected by either written paper referral or by online referral. It is then updated/confirmed by the patient when they complete a Medical History questionnaire and can be further updated verbally by the patient at any point. At this point the patient can 'opt in' to our methods of communication.

The data is for the purpose of dental treatment provided by us as a referral service and meets General Dental Council (GDC) criteria. Data is used by Balbirnie Oral Care to contact the patient and to update their Dentist/Orthodontist as to their treatment plan, progression of treatment and completion of treatment. It is used for legitimate reasons whilst the patient is in our care and for planned recalls and reviews as required. The data we require is set out by the GDC and MDDUS in order that all UK dental services keep adequate patient records.

Third party sharing is restricted to NHS Hospital services and alternative Specialist Services only. This is in the circumstance of us having to refer the patient on to another service provider for treatment or to request xrays/information from the external service regarding the patient. It is unlikely that a patient would object to this, but if they did we would further discuss treatment needs with them whilst remaining compliant with IRMER, MDDUS, GDC and GPDR guidelines. Only the patient's name and age is shared with our Dental Laboratory if dental prosthetics are required to be made. We do not share information out with the UK. We are required by law to share information with Law Enforcement Agencies upon formal request.

All patient information is held securely on our dental software system. Only employees of Balbirnie Oral Care can access it. Screens and software are password protected. Staff follow our Confidentiality Policy and are also bound by GDC good practice guidelines. Any hardcopies are scanned and disposed of using NHS Fife's Confidential Waste Disposal Services.

Once a patient's treatment is complete their record is archived within the dental software system and is held as per current UK guidance from their final visit ..... "for 11 years or until the patient is 25, whichever is longer."

Patients have a right of access to their data. We have a 'release of records' form in place that a patient can sign and we will provide a copy of their data to themselves or a third party of their choice. Information can be released on paper or in a machine-readable format. Patients have a right to complain to the Information Commissioner's Office if they feel their privacy rights are violated.