

Community Dental Services Privacy Notice

This privacy notice explains how Whittington Health Community Dental Service collects, uses and shares (or "processes") personal data of service users and staff, and explains your rights in relation to the personal data we hold.

From 25 May 2018, the Community Dental Service will process your personal data in accordance with the General Data Protection Regulations (GDPR).

As a patient/service user of the Whittington Health NHS Trust your data will be collected and used for medical diagnosis, provision of health care treatment and the management of health care systems and services. The Trust is the data controller and will process your data in accordance with the regulations that apply to:

- Article 6(1)(e) and Article 9(2)(h) of The General Data Protection Regulation 2016 (GDPR) /Data Protection Act 2018 (DPA18)

1. Personal information we hold about you

We may collect and process the following data about you:

- Name
- Contact details
- Date of birth
- Information supplied by you through questionnaire, email, telephone or face to face consultation including
 - Health /medical history
 - Lifestyle information that may affect your oral health and treatment, including your ethnicity and social circumstances;
- Medical information supplied by your GP or Specialist with your consent.

2. How we collect personal information about you

We collect most of the personal information we hold about you:

- from you via paper or electronic health questionnaires and consent forms
- through referral letters
- in the course of providing clinical services to you and your children (e.g. dental assessment, dental treatment, GP reports)
- We also collect information provided by schools, care homes, children centres and from parents/carers on consent forms when providing community oral health promotion programmes (e.g. fluoride varnish application in schools, supervised toothbrushing programmes, care home projects.)

The Whittington Hospital NHS Trust

Chair: Steve Hitchens

Chief Executive: Siobhan Harrington



3. How we use the information we hold about you and the legal basis for processing your data under GDPR

We need the information listed above to allow us to provide our service effectively. We will process your data to enable us to meet our commitment to you in providing safe and appropriate dental care or services.

We use the information we hold about you:

- to establish baseline health records
- to maintain accurate personal data about you in order to provide you with safe and appropriate dental care.
- to ensure the proper management and administration of NHS records and services
- for care-planning and service-delivery purposes in your best interests
- for monitoring and evaluation of preventive programmes

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, your explicit consent will be sought prior to processing.

We may process your personal information without your knowledge or consent, in accordance with the regulations that apply to:

- 6(1)(e) of The General Data Protection Regulation 2016 (GDPR) & Data Protection Act 2018 (DPA18)

Some of the data held about you may be defined as 'special category' data under the GDPR & DPA18 (e.g. health data for employment purposes) and will be processed in accordance with the regulations that apply to:

- 9(2)(b) of The General Data Protection Regulation 2016 (GDPR) & Data Protection Act 2018 (DPA18)

4. Who we share your information with

Where specific health assessment processes are undertaken, information on the outcome of such assessments is shared internally in our NHS organisation to nominated individuals who have a need to know.

All laboratory work (such as for dental appliances or pathology) is undertaken by an accredited external laboratory who is GDPR compliant.

Referrals to NHS Specialists are made only with your consent.

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Community dental services' electronic records are recorded and archived using a software application provided by Software of Excellence (SOE) In addition some of our patient's radiographs are recorded and archived on an application called Digora. Electronic records on SOEL and Digora are processed securely according to a set agreement with the software provider. For archiving of all paper records, a third party record management system is arranged by the Trust .

We may in exceptional circumstances process your personal data because it is necessary to protect your or another person's vital interests, for example, where you have a life-threatening situation and we have to share your personal data in order to ensure you receive appropriate medical attention.

5. Information security

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 to those employees 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.

Regarding information held on our computer records

- Appropriate software controls are used to protect computerised records, for example the use of passwords and encryption. Passwords are only known to those who require access to the information, are changed on a regular basis and are not written down or kept near or on the computer for others to see
- Daily and weekly back-ups of computerised data are taken and stored in a fireproof container, off-site. Back-ups are also tested at prescribed intervals to ensure that the information being stored is usable should it be needed
- Staff using computers undertake training to avoid unintentional deletion or corruption of information
- Dental computer systems all have an audit trail facility preventing the erasure or overwriting of data. The system records details of any amendments made to data, who made them and when
- Precautions are taken to avoid a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed

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.

6. Your rights as a data subject

You have the right to:

- withdraw consent where that is the legal basis of our processing
- access your personal data that we process: see Access to the Information we hold about you
- rectify inaccuracies in personal data that we hold about you
- obtain a copy of your data in a commonly used electronic form
- object to certain processing of your personal data by us

For further information see the [Information Commissioner's Office](#) or contact Whittington Health's Data Protection Officer.

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You have a right to complain to the [Information Commissioner's Office](#) about the way in which we process your personal data.

7. How long we keep your information for

The current rules relating to the retention of patients' notes is set out in the *Records Management Code of Practice for Health and Social Care 2016*. This advises that records should be retained "in line with NHS-recommended Retention Schedule which states that general Dental Services records should be retained for a minimum period of 10 years from the date of discharge of the patient or when the patient was last seen. At the 10 year point, there should be an appraisal to determine whether the records should be retained for a further period or deleted.

Anonymous data from surveys and feedback exercises may be retained for a longer period to aid year on year comparisons.

Data will be stored on secure Trust systems and servers based in the UK and will not be transferred outside the EU.

Records will be retained as per the guidance set out in the Records Code of Practice for Health and Social Care 2016.

8. Access to the information we hold about you

If you wish to have access to information you may do so by requesting a copy of your records directly from our community dental service by writing to us at:

The Manager
Community Dental Services
Hunter Street Health Centre
8 Hunter Street
London
WC1N 1BN
Or emailing us at dentalreferral.whitthealth@nhs.net

9. Data Protection Officer

You can contact the Data Protection Officer at InformationGovernance.Whitthealth@nhs.net or at Whittington Hospital, Highgate Wing Level 5, Information Governance Dept, Magdala Avenue, London, N19 5NF

10. 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.

Community Dental Service
Whittington Health
Magdala Avenue
London
N19 5NF
Telephone: 020 3317 2351
Email: dentalreferral.whitthealth@nhs.net

Issue date: July 2018

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