



Peninsula Dental

Social Enterprise

Information for Patients

Your Personal Data

In order to provide your treatment at the Peninsula Dental Social Enterprise we will need to collect information from you. This information is vital to ensuring that we deliver the highest standard of quality care, in the most efficient way possible.

This information leaflet explains what information we hold, how we use it and how we keep it safe.

If you require this information in another format please contact

pdse-info@plymouth.ac.uk



www.peninsuladental.org.uk

What Information Do We Collect?

Basic Personal Information

When you become a patient, Peninsula Dental Social Enterprise (PDSE) needs to collect certain information about you in order to provide you with the best treatment. This will include your basic personal information, such as:

- Name
- Date of Birth
- Address
- Telephone numbers
- Email address
- Gender
- Occupation
- Next of Kin
- GP contact details
- Ethnicity

We may also need to collect further personal information relating to your medical and dental health, such as:

- Medical conditions both past and present
- Names and dosage of medications
- Medical treatments currently or previously received
- Previous dental health care
- Proposed dental treatments
- Dental charting
- Investigation results e.g. X-rays
- Lifestyle and dietary information
- Laboratory instructions

Who will see your information?

Staff, Students, & Other Health Professionals:

During the course of your treatment, the information you provide will be accessed by PDSE staff members, University of Plymouth dental students and other healthcare professionals.

We will ensure that your information is kept confidential and we will only allow access to it where it is necessary for the provisions of your treatment; in the course of clinic management; or in your best interest.

In some circumstances, parts of your information may be used for student assessment purposes. However where possible your information will be anonymised to protect your identity.

Who will we share your information with?

Other Organisations, Public Bodies & Under a duty:

In some cases we may need to share your information with other healthcare professionals or services outside of PDSE.

These might include:

- Other professionals or services involved in your care, such as your GP or another hospital;
- Organisations who provide services on behalf of PDSE, including associated Dental Laboratories, e.g. Swift Dental Group;
- Health authorities, such as NHS England;
- Other welfare and education public sector bodies (only if we believe the reasons for sharing override our obligation of confidentiality).

There may also be situations where we are under a duty to share your information, due to a legal requirement. This includes, but is not limited to:

- Disclosure under a court order;
- Sharing information with the Care Quality Commission for inspection purposes;
- Sharing information with the police for the prevention or detection of crime;
- Where there is an overriding public interest to prevent abuse or serious harm to others;

Other public bodies, such as HMRC for the misuse of public funds in order to prevent and detect fraud.

If it is necessary to transfer your data internationally, we will make sure that your data is protected.

How is your information stored?

Electronically & Paper:

PDSE is increasingly using electronic formats to store your information and has recently upgraded its ICT software system to Carestream Dental. This allows clinicians to quickly locate your information and provide efficient appropriate care however; some information may still be stored as paper records.

How long will information be kept for?

We will retain your information for as long as medically necessary, in line with NHS national medical record retention periods. These are set out in a document called 'Records Management Code of Practice' by the Information Governance Alliance.



Who protects your information

These people are responsible for making sure that your information is properly protected.

Clinical Governance Manager makes sure that all information is collected, stored and used in accordance with the General Data Protection Regulations. The data protection officer role is carried out within PDSE by the Clinical Governance Manager. If you have any concerns, questions or issues with how your information is published, contact the Data Protection Officer:

Caldicott guardian is responsible for protecting the confidentiality of patient information. This role is carried out by the Director of Social Engagement & Community Based Dentistry Consultant in Dental Public Health, Robert Witton.

How will my information be used?

We may collect and process your health and medical information under the Data Protection Act 1998 and the General Data Protection Regulations 2018 for the following purposes:

- Public interest and medical diagnosis, the provision of health and social care or treatment, or the management of health and social care systems and services Article 6(1)e and Article 9(2)h*
- Public interest and public health. This would include where there is a clear public health reason for processing or making public personal health information. This is likely to apply in very limited circumstances. Article 6(1)e and Article 9(2)j*
- Public interest and research. For research, teaching and assessment purposes that informs our work and furthers the interests of the provision of healthcare. Article 6(1)e and Article 9(2)j*
- Public interest and defence of legal claims. Article 6(1)e and Article 9(2)f*

We may collect other personal information about you for the following purposes:

- Protect the vital interests of patients and staff. We process and record CCTV images of patients and staff to ensure PDSE continues to be a safe and secure environment. This is in the interests of the public using the facilities and the staff who work there. Article 6(1)d*

*General Data Protection Regulations article reference

General Data Protection

What are your rights?

Under the General Data Protection Regulations (GDPR) 2018, you have certain rights to control and prevent the use of your information. Some of these apply to the medical context, but others don't.

Right to access:

You have a right to request a copy of your personal information stored by PDSE. In usual circumstances we will not apply a charge for this service, however we may do so in exceptional circumstances. We will reply to any request for copies of personal information within one month, unless the request is particularly complex. If this is the case, we will inform you of the extension within one month.

We can also provide further information about the purpose of processing your information, the categories of information we hold, details of your rights and how long we will keep your information for.

If you would like to request your information, please write to the Clinical Governance Manager

Rebecca Anderson:

Clinical Governance Manager

Rebecca Anderson
Clinical Governance Manager
Derriford Dental Education Facility
Peninsula Dental Social Enterprise CIC
20 Research Way
Plymouth Science Park
Plymouth PL6 8BT

Email: pdse-info@plymouth.ac.uk

Right to rectification

You have a right to have information about you corrected if it is incomplete or inaccurate. It may not always be possible to change information, but we will let you know if this is the case and explain the reasons. If you make a request, then we must respond within one month.

Right to erasure

You have a right to request that information about you is erased. However, it is very unlikely that we will be able to delete any of your medical information because it will be required for any ongoing treatment, for public health purposes and to comply with other guidelines and regulations. If you would like to discuss any issue you have with your medical records, please contact the Clinical Governance Manager.

Right to restrict processing

You have a right to block or restrict processing of your personal information. It may not always be possible to restrict the processing of your information, but if you would like to request a restriction to be placed on your information please contact the Clinical Governance Manager.

Right to data portability

You have the right for some personal information to be passed to you in a form which makes it easy to pass to another organisation. This right will only apply to medical information in a very limited set of circumstances. However, if you would like to discuss the portability of your information please contact the Clinical Governance Manager.

Right to object

You have a right to object to any processing of your personal information. This right will only apply in a limited set of circumstances. If you would like to discuss any objections you have to the processing of your personal information, please contact the Clinical Governance Manager.

Right to withdraw consent

You have a right to withdraw consent to process personal information. In most instances consent is not required or sought to process medical information. However, if you are considering withdrawing consent and would like more information about where this maybe applicable, please contact the Clinical Governance Manager.

Right to complain

If at any time you are not happy with PDSE's handling of your personal information, please follow the PDSE complaints procedure available at:

<https://peninsuladental.org.uk/feedback-complaints/>

If you are not happy with our handling of your complaint then you have a right to contact the Information Commissioner's Office.

Please note: If you decide to withhold personal information about yourself, then please discuss it with the Clinical Governance Manager. It is likely that this decision would severely limit the ability of PDSE to provide effective care or treatment.



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