



# Conway House Dental Practice

## Data Protection and Privacy Policy

### Introduction

At Conway House Dental Practice, we take your privacy and the protection of your personal information very seriously. This policy explains how we collect, use, store, and share your personal data in line with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Freedom of Information Act 2000.

We are committed to processing personal information fairly, lawfully, and transparently to ensure your data is secure and your privacy respected.

### Why We Collect Information

We need to hold personal information about our patients to provide safe, high-quality dental care and to comply with our legal and professional obligations.

This information allows us to:

- Provide you with effective dental treatment and care.
- Communicate with you and other healthcare professionals involved in your treatment.
- Maintain accurate records for clinical, legal, and regulatory purposes.

### The Personal Data We Hold

We may collect and store the following types of personal data:

- Your name, address, date of birth, contact details, and the name of your GP.
- Your past and current medical and dental history.
- X-rays, clinical photographs, study models, and treatment records.
- Notes of conversations or correspondence relevant to your care.
- Consent forms and treatment plans.
- Correspondence with other healthcare professionals, such as specialists or hospitals.

### How We Store and Protect Your Data

Your data may be held in both digital and paper formats. All records are stored securely and are only accessible to authorised members of our team.

- Our computer systems are password-protected and have secure audit trails.
- Information is backed up daily and stored on encrypted systems.
- Paper records are kept in locked cabinets in secure areas of the practice.
- Staff receive regular training in data protection and confidentiality.

## How Long We Keep Your Information

We retain your dental records while you remain a patient at the practice.

If you cease to be a patient, we will keep your records for:

- 11 years, or
- Until a child reaches the age of 25 (whichever is longer).

After this period, records are securely destroyed or permanently deleted.

## Sharing Your Information

To ensure you receive appropriate care, we may need to share information with:

- Your GP or medical practitioner.
- Hospital or community dental services.
- Specialist healthcare providers involved in your treatment.
- Dental insurance or private dental plan providers, if applicable.

We only share information when necessary for your care and on a strict need-to-know basis. All recipients are bound by professional confidentiality and data protection obligations.

In rare cases, we may be required by law, regulation, or court order to disclose information to public authorities. Whenever possible, we will inform you before doing so.

## Your Rights

Under UK GDPR, you have the following rights:

- Access – You can request a copy of the personal data we hold about you.
- Correction – You can request that inaccurate or incomplete data be amended.
- Erasure – You can ask us to delete your personal data (subject to legal requirements).
- Restriction – You can request limits on how we use your data.
- Data Portability – You can request that your data be transferred to another provider.
- Objection – You can object to certain types of data processing.

To exercise your rights, please submit your request in writing to the Practice Manager

(Navlene Poone). We will respond within one month in accordance with UK GDPR requirements.

## Access to Your Records

If you wish to access your dental records:

- Requests must be made in writing to the Practice Manager.
- We will provide copies of your records free of charge, unless the request is manifestly excessive or repetitive.
- We will respond within 30 days of receiving your request.

If you move to another dental practice, we can provide copies of your records to your new provider upon written request and with your consent.

## Data Breaches

We have procedures in place to identify, report, and investigate any personal data breach. If a breach occurs that poses a risk to your rights or freedoms, we will notify both you and the Information Commissioner's Office (ICO) within the required time frame.

## Website and Electronic Communications

Our website may collect minimal personal data via contact forms or online booking systems. We use this information solely to respond to your enquiry or manage appointments. We do not share your data with third parties for marketing purposes.

Cookies may be used to enhance user experience — for more information, please refer to our Cookie Policy.

## Contact Information

If you have any questions or concerns about how your data is handled, please contact:

Practice Manager: Navlene Poone  
Conway House Dental Practice  
Telephone: 01494 526578  
Email: [info@conwayhousedental.co.uk](mailto:info@conwayhousedental.co.uk)

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe your data has been mishandled:

Website: [www.ico.org.uk](http://www.ico.org.uk)  
Telephone: 0303 123 1113

## Policy Review

This policy is reviewed annually, or sooner if regulations or guidance change.

Approved by: Hardeep Basra, Jasmeen Basra, Navlene Poone

Date Published: 25/10/2025

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