

Privacy Notice for Patients

How we collect, use, protect and share patient information.

1. Who we are

The Treatment Centre is the data controller for the personal information described in this notice. Dr Anna Taylor and Dr Oliver Turner, Joint Principals, oversee data protection at the practice.

Privacy and policy contact
The Treatment Centre
1st Floor, Tinner's Court, Back Quay
Truro, TR1 2LL

Joint Principals
Dr Anna Taylor and Dr Oliver Turner
01872 241955
info@thetreatmentcentre.co.uk

2. Who this notice applies to

This notice applies to patients and prospective patients, and to parents, carers and authorised representatives where relevant. A separate, age-appropriate Privacy Notice for Children is available on our website.

3. Information we collect

- identity and contact details, date of birth and NHS number where applicable;
- medical and dental histories, medicines, allergies and care needs;
- clinical records, diagnoses, treatment plans, consent and appointment history;
- X-rays, photographs, digital scans, study models and other clinical images;
- correspondence, complaints, safeguarding information and accessibility requirements;
- payment, membership-plan, insurance and account information; and
- information submitted through our website, telephone, email or online booking service.

Health information is special category personal data and receives additional protection. We only collect information that is relevant and necessary. We do not sell patient information or use clinical information for advertising.

4. Where information comes from

We usually obtain information directly from you. We may also receive it from a parent, carer or authorised representative; another dentist or healthcare professional; an NHS organisation or dental-plan provider; a referral, laboratory, booking, payment or communications provider; or a regulator, public authority or safeguarding organisation where lawful.

5. Why we use information

- to register patients and manage enquiries, appointments, recalls and reminders;
- to assess oral health, provide safe care, prescribe and make referrals;
- to discuss treatment choices, record consent and maintain accurate clinical records;
- to process payments, plans, insurance or NHS claims where applicable;
- to manage complaints, safeguarding concerns and legal claims;
- to monitor and improve safety and quality; and
- to meet professional, regulatory, financial and legal obligations.

6. Lawful bases

Depending on the purpose, we rely on contract, legal obligation, legitimate interests, vital interests and consent under Article 6 UK GDPR. For health and other special category information, we generally rely on the provision and management of health care, substantial public interest, legal claims, employment or social-protection law, vital interests or explicit consent where appropriate. We identify and document the applicable basis before using information.

7. Who we may share information with

Where necessary and lawful, we may share the minimum relevant information with healthcare professionals, hospitals, dental laboratories, NHS bodies, dental-plan or insurance providers, payment and IT providers, professional advisers, regulators, safeguarding bodies, law-enforcement agencies or courts. Service providers acting for us must protect information and use it only as instructed.

8. Website, online booking and cookies

Our website uses essential technologies and, with permission, may use analytics, advertising measurement and embedded services. Choices can be changed using Manage Consent. Our online booking service is at thetreatmentcentre.portal.dental; information entered there is also subject to that provider's privacy information.

9. International transfers

Some technology providers may process information outside the UK. Where this occurs, we use an appropriate lawful transfer mechanism and safeguards, taking account of the provider, information and destination.

10. How long we keep information

Dental records are normally retained for 11 years after the last visit, or for children until at least age 25, whichever is later. If treatment ended at age 17, records may be kept until age 26. Different periods may apply to financial, complaint, safeguarding or legal records. Information may be retained longer where needed for an ongoing concern, claim or legal obligation, then securely deleted or destroyed.

11. Security

We use proportionate organisational, physical and technical safeguards, including access controls, staff confidentiality duties, secure systems, audit trails, backups, supplier controls and secure disposal. Access is limited to people who need the information for their role.

12. Your rights

Depending on the circumstances and lawful basis, you may have rights of access, rectification, erasure, restriction, objection and data portability, and the right to withdraw consent. These rights are not absolute; for example, we may need to retain accurate clinical records. We will explain our response and any applicable limit.

13. Automated decisions

We do not make solely automated decisions about dental care that produce legal or similarly significant effects.

14. National Data Opt-out

Where the National Data Opt-out applies, you can learn more or register a choice at nhs.uk/your-nhs-data-matters. A choice does not prevent information being used to provide your individual care.

15. Complaints

Please contact us first so we can try to resolve a concern. You can also complain to the Information Commissioner's Office on 0303 123 1113 or at ico.org.uk/make-a-complaint.

16. Review

We review this notice regularly and update it when our services, suppliers or legal responsibilities change. The current version is available at thetreatmentcentre.co.uk/privacy-policy.