

# LAM DENTAL CARE PRIVACY NOTICE

Privacy Notice for Patients – Lam Dental Care  
Last updated: 8th April 2025

At Lam Dental Care, we are committed to protecting your personal information and being transparent about how we use it. This notice explains what data we collect about you, why we need it, how we use it, and your rights.

## 1. Who We Are

Lam Dental Care

6 Weardale Terrace, Chester-le-street, DH3 3PQ

Email: [Lamdentalcare@gmail.com](mailto:Lamdentalcare@gmail.com)

Phone: 0191 388 8381

We are a dental care provider and are registered with the Information Commissioner's Office (ICO) as a data controller. Our team is trained to keep your information safe and confidential.

## 2. What Information We Collect About You

When you register with us or receive treatment, we may collect:

- Your full name, date of birth, and NHS number (if applicable)
- Contact details: address, phone number, email
- Medical and dental history
- Clinical notes, treatment records, x-rays, and photographs
- Payment and insurance information
- Records of your communication preferences and any consent given

## 3. Why We Collect and Use Your Information

We use your information to:

- Provide safe and effective dental care
- Keep accurate and up-to-date clinical records
- Contact you about appointments and treatment
- Comply with legal and regulatory requirements
- Manage payments and NHS claims
- With your permission, send you updates or reminders

We only collect the minimum amount of personal data necessary to deliver your care and services.

#### 4. Lawful Basis for Processing Your Data

Under data protection laws, we must have a lawful reason to use your personal data. These include:

- Contract – to provide and manage your dental care
- Legal obligation – to comply with NHS and healthcare regulations
- Vital interests – in urgent situations to protect your health
- Consent – when you agree to optional things like marketing
- Legitimate interest – to operate our business efficiently

#### 5. Who We May Share Your Information With

We will only share your data when necessary, and only with:

- The NHS or other healthcare professionals (e.g. specialists, GPs)
- Dental laboratories and referral services
- Your dental insurer (with your permission)
- Regulatory bodies like the General Dental Council (GDC) or Care Quality Commission (CQC)
- Our secure IT and practice management service providers

We never sell your information or share it for marketing purposes without your consent.

## 6. How We Keep Your Information Safe

We store your information securely using encrypted and password-protected systems. Paper records are locked away and only accessible to authorised staff. We regularly review our data protection practices and staff training.

## 7. How Long We Keep Your Data

We follow official NHS guidelines:

- Adults: at least 11 years after the last visit
- Children: until age 25, or 11 years after their last visit – whichever is longer

After this, your data is securely deleted or destroyed.

## 8. Your Rights Under Data Protection Law

You have the right to:

- Access a copy of the information we hold about you
- Ask us to correct anything that is wrong
- Ask for your data to be deleted (in some situations)
- Object to how we use your data
- Withdraw your consent (if we are using your data with your consent)
- Complain to the Information Commissioner's Office (ICO) if you are unhappy with how we use your information

For more information, visit: [www.ico.org.uk](http://www.ico.org.uk)

## 9. Contact Us

If you have any questions or would like to exercise your rights, please contact:  
Practice Manager / Data Protection Lead

Lam Dental Care

Email: [lamdentalcare@gmail.com](mailto:lamdentalcare@gmail.com)

Phone: 0191 388 8381