

GDPR Policy for Lam Dental Care

Effective Date: 8th April 2025

Review Date: Annually

Practice Name: Lam Dental Care

Address: 6 Weardale Terrace

Data Protection Officer (DPO): Holly Lam (Practice Manager)

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1. Introduction

Lam Dental Care is committed to protecting the privacy and security of our patients' personal data. This policy explains how we collect, store, use, and protect personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. What Data We Collect

We collect and process the following personal data:

- **Identity Data:** Full name, date of birth, NHS number.
- **Contact Data:** Address, telephone number, email address.
- **Health Data:** Medical history, dental records, treatment plans, x-rays, and clinical notes.
- **Financial Data:** Payment information, insurance details.
- **Consent Records:** Documentation of marketing preferences and treatment consent.

3. How We Collect Personal Data

We collect data:

- Directly from patients during registration, consultations, or treatment.
- From other healthcare providers (e.g., GP, specialist referrals).
- Via online booking systems or contact forms on our website.

4. Why We Process Personal Data

We process personal data for the following purposes:

- To provide safe and effective dental care and treatment.

- To comply with legal and regulatory obligations.
- To manage appointments, billing, and patient communication.
- With patient consent, to send reminders, updates, or marketing communications.

5. Lawful Basis for Processing

Our lawful bases under the GDPR include:

- **Consent:** For marketing communications or where optional.
- **Contract:** When processing is necessary to provide dental care services.
- **Legal Obligation:** For compliance with healthcare regulations.
- **Vital Interests:** In emergencies where a patient's life is at risk.
- **Public Task:** Where processing is necessary for health-related public duties.
- **Legitimate Interests:** For the efficient operation of our practice, except where such interests are overridden by the interests or fundamental rights of the patient.

6. Data Sharing

We may share personal data with:

- NHS and other healthcare providers.
- Dental laboratories and referral specialists.
- Insurance companies (with patient consent).
- IT service providers, strictly for data processing purposes.
- Regulatory bodies, if required by law.

We ensure all third parties respect the security of your data and comply with data protection laws.

7. Data Retention

We retain patient records in line with current legal and regulatory requirements:

- Adults: Minimum of 11 years.
- Children: Until age 25, or 11 years after their last visit—whichever is longer.

8. Data Security

We take data protection seriously and implement appropriate technical and organisational measures to secure personal data, including:

- Encrypted digital storage.
- Access controls and regular staff training.
- Regular audits and updates to our data protection practices.

9. Your Data Protection Rights

Under GDPR, patients have the following rights:

- To be informed about data collection and use.
- To access their personal data.
- To have inaccurate data corrected.
- To have personal data erased (subject to legal limitations).
- To restrict or object to processing in certain situations.
- To data portability.
- To withdraw consent at any time (where processing is based on consent).
- To lodge a complaint with the Information Commissioner's Office (ICO).

10. Contact Information

For questions or to exercise your rights under this policy, please contact:

Data Protection Officer / Practice Manager

Email: Lamdentalcarepm@gmail.com

Phone: 0191 388 8381

11. Changes to This Policy

We may update this GDPR Policy from time to time. Updates will be posted on our website and made available in the practice.