

# Privacy Policy

Reviewed:-17/01/2025

## Introduction

At Roundshill Dental Clinic we are committed to protecting and respecting your privacy. We aim to be clear when we collect your data and not do anything you wouldn't reasonably expect. This Policy explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure. We may change this Policy from time to time so please check this page occasionally on our website to ensure that you're happy with any changes. By using our website, you agree to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent to our Data Controller. You can do this:

By email, to: ***info@roundshilldentalpractice.co.uk***

By telephone: ***(+44) 7944541389***

By writing to: ***Roundshill House, Wokingham Rd, Bracknell RG42 1PB, United Kingdom.***

## Who we are

We are a team of dental professionals who are passionate about providing the highest possible standards of care. Each member loves their job and honest to every patient we see. To ensure we can provide your care safely and effectively, we need to be certain that we have correctly addressed your needs and wishes, answered your questions and also have taken account to your medical history and any treatment that you are undergoing as this may affect how we can provide care for you safely.

Your care may involve several members of our team at this practice and we want to assure you that all members of our team will respect the confidential nature of the information that you have provided and will always protect it from being used by others in an unauthorised way.

We will ask you to complete in writing how and in what circumstances we may use this information in future.

You can choose to stop email, telephone calls, addressed post and/or text messages directed to you by contacting us on or by email us: ***@roundshilldentalpractice.co.uk***.

## Where do we collect information about you?

### **When you give it to us DIRECTLY**

We obtain information about you when you:

- Attend our practice as a patient
- Complete documentation such as a Medical History form
- Agree to or request referral to other professionals

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- Receive support from us by contacting us by telephone, text or email
- Take part in one of our surveys
- Attend one of our events
- Make payments to us using a card, Finance options or payment plan
- Use our website

#### **When you give it to us INDIRECTLY?**

- We may receive information about you from a referring practice

#### **What type of information**

The type and quantity of information we collect and how we use it depends on why you are providing it.

Typically, the basic personal information we collect might include:

- **Your name**
- **Your contact details**
- **Your email address**
- **Your telephone number**
- **Your GP name and practice address**
- **Your next of kin or caretaker contact details**
- **Your family members names**

If you use our website we collect your IP address, and information regarding what pages are accessed and when.

#### **How do we use your information?**

- We process and use your information to provide you with safe dental care.

#### **How long do we keep this information?**

- If you would like to know how long we keep your information for, please contact our Data Protection Officer – Sonam Soni.

#### **How do we keep this information safe?**

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- When you give us personal information, we take steps to ensure that there are appropriate technical measures in place to protect it. For example, access is restricted only to those who are entitled to see the data, our online templates and audits are always encrypted and our network is protected and routinely monitored.

### **Who has access to this information?**

#### **You're Rights**

- You have a right to ask us to stop processing your personal data and, if it's not necessary for the purpose you provided it to us (e.g. to provide you with the services, products or information you asked for, processing your payment) we will do so.

You have a right to ask for a copy of the information we hold about you. If you want to access your information, send an e-mail, to:

Alternatively, you can put your request in writing to: ***Roundshill House, Wokingham Rd, Bracknell RG42 1PB, United Kingdom.***

- You have a right to have any incorrect information to be corrected. If there are any discrepancies in the information we provide, please let us know and we will correct them.

You have a right to choose whether or not you wish to receive information from us.

Please note, we may ask you to complete a form in order to help us locate the information that you would like access to.

### **OUR Practice Promise:**

#### **Your personal information will be kept confidential at all times.**

We follow strict GDPR (General Data Protection Regulation).

All information you provide to us is stored on our secure servers. When dental records are shared with third parties, this is done through an encrypted file sharing service.

Unfortunately, the transmission of information via internet is not completely secure.

Although we will do our best to protect your personal data, we cannot guarantee the Security of your data transmitted to our site, any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to prevent unauthorised access.

#### **Contact us**

If you have any questions regarding this policy, our privacy practices or data protection, please contact our Data Controller, who is **Sonam Soni**.

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