



University Dental Practice

Data Protection

University Dental Practice (UDP) Data Protection Policy

UDP is committed to protecting your personal data and handling it with transparency, integrity, and in accordance with current data protection legislation. This policy outlines how we collect, use, store, and share your personal data, in line with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

1. Purpose of Collecting Personal Data

To provide you with safe, effective, and high-quality dental care, we need to collect and retain essential personal and health information. This may include:

- Your name, date of birth, address, contact details, and GP information
 - Your current and past medical and dental history
 - Clinical notes, radiographs (x-rays), photographs, and study models
 - Information about your treatment (planned, ongoing, or completed) and associated costs
 - Records of consent and discussions relating to your care
 - Correspondence with other healthcare professionals or third parties involved in your care
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2. Lawful Basis for Processing

We process your personal data under the following lawful bases:

- **Provision of healthcare** (UK GDPR Article 6(1)(e), Article 9(2)(h))
 - **Legal obligation** to retain healthcare records
 - **Consent**, where applicable (e.g. for marketing communications)
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3. Retention of Records

We retain your dental records for as long as required under UK law:

- **Adults:** For a minimum of 11 years from the date of last treatment
 - **Children:** Until the patient reaches the age of 25 or for 11 years after the last treatment, whichever is longer
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4. Data Storage and Security

Your personal data is stored securely digitally:

- Electronic records are protected by passwords, user access restrictions, and secure audit trails
 - Backups are performed daily and stored securely
 - Access is strictly limited to authorised personnel only
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5. Sharing Your Data

To ensure the continuity and quality of your care, we may share your information with:

- Your GP or medical practitioner
- Hospital or community dental services
- Specialist referrals or other healthcare professionals
- Dental insurers or schemes of which you are a member

Data will only be shared on a **strict need-to-know basis**, with the **minimum information** necessary for the intended purpose, and where appropriate safeguards are in place.

6. Other Disclosures

We may be legally required to disclose your data:

- In response to a court order
- To comply with legal or regulatory obligations

Any other disclosures not covered above will only occur with your **explicit consent**. Where feasible, we will inform you before sharing your data in such cases.

7. Your Rights

Under data protection law, you have the following rights:

- To **access** the personal data we hold about you
- To request **corrections** to inaccurate or incomplete data
- To request **erasure**, where applicable
- To request **restriction** of processing under certain circumstances
- To **object** to processing, including direct marketing
- To request **data portability** in certain situations

You may exercise these rights by submitting a written request to the practice. We will respond within **one calendar month (30 days)**, free of charge.

Note: We do not charge fees for access to records, including x-rays, unless a request is manifestly unfounded or excessive, in which case a reasonable administrative fee may be applied in line with the UK GDPR.

8. Moving to Another Dental Practice

If you move to another dental provider, we are happy to send copies of your clinical notes and radiographs directly to the new practice, on receipt of a written request from them and your confirmation. There is no charge for this service.

9. Concerns and Complaints

If you are unhappy with how we handle your personal data, please speak to your dentist or contact the Practice Manager. If you are not satisfied with our response, you have the right to complain to the **Information Commissioner's Office (ICO)**:

0303 123 1113

www.ico.org.uk



University Dental Practice
222 Burgess Road
Southampton, SO16 3AY
Phone: 023 8067 7635

10. Policy Review

This policy is reviewed regularly and updated in line with legal and regulatory changes.

**University Dental Practice
Management Team**