PRIVACY & COMPLAINTS

Records And Confidentiality

The practice will provide information with regard to services for patients and prospective patients and display relevant information within the practice. Information held at this practice is governed by the Data Protection Act (2018). Access to patients' information and records can be requested by the patient or their representative (written permission of the patient required). Please see our privacy statement.

Privacy

Dunluce Dental Practice is committed to protecting and respecting your privacy and to meeting our obligations under the Data Protection Act of 2018 and the General Data Protection Regulations. We will comply with the law in the collection and processing of personal data and will deal promptly with any subject access request.

We collect data about patients who use our services that is relevant to their healthcare and that allows us to deliver its services to our patients. We process personal information about our patients, customers, suppliers and employees.

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Privacy (cont.)

The types of data we may collect are listed below and we will only use data in ways relevant to carrying out our legitimate purposes and functions and in a way that is not detrimental to the interests of our patients or employees. We will take particular care in the collection and storage of any personal sensitive data. Everyone working within the practice has a legal duty to keep information about you confidential. Similarly, anyone who receives information from us has a legal duty to keep it confidential.

Data Collection

The dental professionals caring for you keep records about your health and any treatment you receive from our practice. These records help to ensure that you receive the best possible care. They may be written down in paper records or held on the computer. These records may include:

Basic details such as name, address, date of birth, etc.
Contact we have had with you, such as appointments.
Notes and reports about your health, treatment and care.

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Data Collection (cont.)

Results of X-rays.
Relevant information from people who care for you and know you well, such as health professionals and relatives.
Financial information for payment of any treatments.
Your details must be accurate and up to date. Always check that your personal details are correct when you visit us, and please inform us of any changes as soon as possible.

Use of Personal Information

Your records are used to direct, manage and deliver the care you receive to ensure that:

The dental professionals involved in your care have accurate and up-to-date information to assess your oral health and decide on the most appropriate care for you.

Healthcare professionals have the information they need to be able to assess and improve the quality and type of care you receive.

Your concerns can be properly investigated if a complaint is raised.

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Use of Personal Information (cont.)

Appropriate information is available if you see another dental professional or are referred to a specialist.

From time to time, we may use your contact information to send you details of products and services offered in our practices that directly relate to your oral healthcare

Disclosure of Your Information

We may disclose your personal information to third parties:

If we buy or sell any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets

If some or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets

*If we are under a duty to disclose or share your personal data to comply with any legal obligation, or to enforce or apply our terms of use, and other agreements, or to protect the rights, property, or safety of Dunluce Dentist, our customers or others.

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Disclosure of Your Information (cont.)

This includes the exchange of information with other companies and organisations for fraud prevention and credit risk reduction.

Your Rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purpose or if we intend to disclose your information to any third party for such purposes. You can exercise the right at any time by contacting us.

Complaints

If you are unhappy or concerned about any aspect of the treatment you have received at Dunluce Dental, please discuss this with our staff. We are committed to providing a high-quality service and appreciate any comments that will help us improve your patient experience. We want to help you resolve your complaint as quickly as possible. The full policy is available on request at the surgery. Share your experience here.

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Zero Tolerance

WE HAVE A ZERO TOLERANCE APPROACH WITH REGARDS TO VIOLENT OR ABUSIVE BEHAVIOUR. THIS CAN BE EITHER PHYSICAL OR VERBAL. WE RESERVE THE RIGHT TO EXCLUDE ANY PATIENTS FOUND GUILTY FROM THE PRACTICE.
NO FURTHER APPOINTMENTS WILL BE ISSUED.