

## **Data Protection Notice**

### **1. Introduction**

Porthcawl dental care is committed to protecting and respecting your privacy. This notice explains how we collect, use, and safeguard your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

### **2. Who We Are**

Porthcawl dental care is the data controller responsible for your personal data.

Address: 34 Victoria Avenue

Telephone: 01656 783217

Email: porthcawldental@outlook.com

### **3. Information We Collect**

We may collect and process the following personal data:

- Personal details (name, date of birth, address, contact details)
- Medical and dental history
- NHS number (where applicable)
- Appointment and treatment records
- Payment and billing information
- Correspondence with you

### **4. How We Use Your Information**

We use your personal data to:

- Provide dental care and treatment
- Maintain accurate patient records
- Communicate with you about appointments and care
- Process payments and manage accounts
- Comply with legal and regulatory obligations
- Improve our services

### **5. Legal Basis for Processing**

We process your data under the following lawful bases:

- Provision of healthcare (Article 9(2)(h) UK GDPR)
- Legal obligations (e.g., NHS and regulatory requirements)
- Consent (where applicable, e.g., marketing communications)
- Legitimate interests (practice management and service improvement)

### **6. Sharing Your Information**

We may share your data with:

- NHS Wales and related healthcare providers

- Laboratories and dental technicians
- Regulatory bodies (e.g., healthcare regulators)
- Insurance companies (where relevant)
- IT and administrative service providers

All third parties are required to respect the security of your data and process it in accordance with the law.

## **7. Data Security**

We have implemented appropriate technical and organisational measures to protect your personal data from unauthorised access, loss, or misuse.

## **8. Data Retention**

We retain your records in line with NHS Wales and legal guidelines. Typically, dental records are kept for a minimum of:

- Adults: 11 years after last treatment
- Children: until age 25 (or 26 if 17 at last treatment)

## **9. Your Rights**

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure (where applicable)
- Restrict or object to processing
- Data portability (where applicable)
- Withdraw consent at any time (where processing is based on consent)

To exercise your rights, please contact us using the details above.

## **10. Complaints**

If you are unhappy with how we handle your data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Website: [www.ico.org.uk](http://www.ico.org.uk)

Telephone: 0303 123 1113

## **11. Changes to This Notice**

We may update this privacy notice from time to time. The latest version will always be available at the practice or on our website.

## **12. Contact Us**

If you have any questions about this notice or your data, please contact:

Practice Manager –

Sylvia Barnes - [Sylviadentalporthcawl@gmail.com](mailto:Sylviadentalporthcawl@gmail.com)

Jo Harvey – [joporthcawldental@gmail.com](mailto:joporthcawldental@gmail.com)