

Data Privacy and Legal Information

LASTMODIFIED-05/05/2024

We take your privacy and confidentiality seriously. This policy outlines how we collect, use, store, and protect your personal information, and the rights you have concerning your data.

1. What Information We Collect

We only collect personal information you provide to us, including:

- **Contact Details:** Such as your name, email address, and phone number, when you complete an enquiry form or email us directly.
- **Health Information:** When shared with us as part of your care, including medical history, diagnoses, and treatment details.

We do not collect personal information through automated means (e.g., cookies) unless explicitly stated on our website.

2. How We Use Your Data

We use your data for the following purposes:

1. To respond to your inquiries and provide you with appropriate medical advice or care.
2. To share relevant medical information with other healthcare professionals directly involved in your treatment (e.g., your GP, specialists, or hospitals).
3. To liaise with your insurance provider, where applicable, for billing or authorizations.

We will only process your personal information when there is a valid legal basis, such as your consent, fulfilling a contractual obligation, or complying with legal requirements.

3. Sharing Your Information

We will not share your data outside of the following circumstances:

- With healthcare professionals directly involved in your care.
- With insurance companies or hospitals where necessary for your treatment.
- When required by law, such as complying with court orders or regulatory requests.

We never sell or rent your personal information to third parties.

4. Data Security

We implement robust measures to protect your data, including:

- **Encryption:** All data is stored in an encrypted practice management system.
 - **Restricted Access:** Only authorized personnel can access your personal information.
 - **Data Retention:** We retain your medical records for at least 10 years or as required by the General Medical Council (GMC) and other legal obligations. After this period, your data will be securely deleted or anonymised.
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e: info@consultantoralsurgeon.com

5. Your Rights

Under data protection laws, you have the following rights:

5.1. Access Your Data

You can request a copy of all personal data we hold about you. To do so, email us at info@consultantoralsurgeon.com from the email address you previously used to communicate with us.

5.2. Correct Your Data

If any information we hold about you is incorrect, you can request that it be updated. Email us at info@consultantoralsurgeon.com with the necessary corrections.

5.3. Delete Your Data

You can request that we remove your personal data from our records. We will verify your identity and confirm the deletion via email.

5.4. Object or Restrict Processing

You can object to how we process your data or request restrictions on its use. Contact us for more details about your options.

5.5. Data Portability

You can request a copy of your data in a portable format, where applicable, to transfer it to another provider.

6. Breach Notification

If your personal data is compromised, we will inform you and relevant authorities as required by law.

7. Cross-Border Transfers

If your data is shared internationally (e.g., when receiving care abroad), we ensure compliance with applicable data protection laws, including GDPR adequacy standards.

8. Cookie Policy

Our website may use cookies to enhance functionality and analyse traffic. Any use of cookies will be detailed in our **Cookie Policy**, including your options to manage cookie preferences.

9. Changes to This Privacy Policy

We may update this policy periodically. Any significant changes will be communicated to you, and the latest version will always be available on our website.

10. Contact Us

If you have questions about this policy or wish to exercise your rights, contact us at:

Email: info@consultantoralsurgeon.com

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