

Privacy Policy

At Linden Lodge Dental Practice, we are committed to protect and respect your privacy. This privacy policy outlines the types of personal information we may collect, how we use it, and the choices you have regarding your information.

Information we collect: We may collect personal information such as your name, contact details, and date of birth when you fill out forms on our website or communicate with us.

Contact details:

We store all contact details in our practice management software- Software of Excellence EXACT. This helps us to manage our practice. As such, our legal basis for using your data this way is legitimate interest. It would be impossible to manage our practice without some form of practice management software.

Health data:

We must store sensitive healthcare data to treat you as a patient. Your treatment may depend in sharing some of this data with laboratory or an auditor. We are legally obliged to hold this data for 11 years. Depending on the complexity of your treatment, we may choose to retain this data for a longer period upon review after 11-year period. Otherwise, we will destroy it safely after 11 years.

Financial data:

If you are a patient, we must keep track of your basic financial information (transactions made with us) by law for six years. Basic financial information includes your contact details, transactional and financial data.

How we use your information:

1. Providing Services:

We use your personal information to provide you with information or services you request, such as appointment scheduling or inquiries.

2. Communication:

We may use your contact details to communicate with you about our services, appointment reminders, and other relevant information.

3. Improving our website:

We analyse usage data to improve the functionality and content of our website, ensuring a better user experience.

Cookies:

We use cookies on our website to collect and store information. Cookies are small data files that help optimize your website experience. You can manage your cookie preferences through your browser settings.

Sharing your information:

We do not sell, trade, or transfer your personal information to third parties without your consent, except where required by law.

Security:

We take appropriate measures to protect your personal information from unauthorized access or disclosure.

Who processes your data:

- Linden Lodge Dental Practice
- Practice management software supplier, Software of Excellence EXACT
- IT management and support, Microminder
- Website management agency, Yuuzuu ltd
- Care Quality Commission
- General Dental Council
- Dental laboratories, for manufacturing purposes
- Government bodies that legally require us to report on our activities

Your choices:

You have the right to access, correct, or delete your personal information. You have right to request access for your data. You can correct, erase, or restrict your personal data. You also can withdraw your consent if you do not want to share personal information with us.

If you have any questions or concerns about our Privacy Policy, please contact us on 0208 683 2306 or e-mail us on lindenlodgedp@icloud.com

Changes to this Privacy Policy:

We may update this privacy policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. Please review this policy periodically for any updates.

By using our websites, you consent to the terms of this Privacy Policy.

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