

Privacy Policy

Introduction

One The Gallery is committed to protecting and respecting your privacy. We aim to be clear when we collect your data and not do anything you wouldn't reasonably expect. This Policy explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure. We may change this Policy from time to time so please check this page occasionally on our website to ensure that you're happy with any changes. By using our website, you agree to be bound by this Policy.

Any questions regarding this Policy and our privacy practises should be sent to one of our Data Controllers – Neel Patel or Vinit Gohil.

You can do this:

By email: info@onethegallery.co.uk

By telephone: 01865 256 007

By writing to: One The Gallery, 54 Marston Street, Oxford OX4 1LF

Who are we?

We are a team of dental professionals who are passionate about providing the highest possible standards of care. To ensure we can provide your care safely and effectively, we need to be certain that we have correctly addressed your needs and wishes, answered your questions and also have taken account of your medical history and any treatment that you are undergoing as this may affect how we can provide care for you safely.

Your care may involve several members of our team at this practice and we want to assure you that all members of our team will respect the confidential nature of the information that you have provided and will always protect it from being used by others in an unauthorised way. We will ask you to complete in writing how and in what circumstances we may use this information in the future.

One The Gallery – Specialist Dental Care

You can choose to stop email, telephone calls, addressed post and/or text messages directed to you by contacting us on 01865 256 007, speaking to one of our dental team or by email: info@onethegallery.co.uk

Where do we collect information about you?

We collect information about you in the following ways:

When you give it to us DIRECTLY

We obtain information about you when you:

- Attend our practice as a patient
- Complete documentation such as a Medical History and/or Procedure Consent Forms
- Agree to or request referral to other professionals
- Receive support from us by contacting us by telephone, text or email
- Take part in one of our surveys/feedback questionnaires for the CQC
- Attend one of our events
- Make payments to us using a card, credit agency or payment plan
- Use our website

When you give it to us INDIRECTLY

As we also accept referrals from other dentists and health professionals, we may receive information about you from a referring practice or healthcare professional

When you give permission to OTHER ORGANISATIONS to share your information with us

If you permit other organisations to give us information such as if you apply for a loan in connection with treatment

What type of information

The type and quantity of information we collect and how we use it depends on why you are providing it.

Typically, the basic personal information we collect might include:

- *Your name*
- *Your contact details*

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- *Your email address*
- *Your telephone number*
- *Your GP name and practice address*
- *Your next of kin or carer contact details*
- *Your family members names*

If you use our website we collect your IP address, and information regarding which pages are accessed and when. Our data policy and terms of use for the website can be found at www.onethegallery.co.uk

How do we use your information?

We process and use your information to provide you with safe dental care.

How long do we keep this information?

The length of time personal details and information are kept depends on a number of factors including patient age and most recent practice visit. If you would like to know how long we keep your information for, please contact either– Neel Patel or Vinit Gohil.

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By telephone: 01865 256 007

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How do we keep this information safe?

When you give us personal information, we take steps to ensure that there are appropriate technical measures in place to protect it. For example, access is restricted only to those who are entitled to see the data, our online templates and audits are always encrypted and our network is protected and routinely monitored.

Who has access to this information?

All members of the dental team – Dentists, Nurses, Hygienists and Reception Team have access to this information.

If your treatment requires us to use another organisation to facilitate your dental care such as a dental laboratory or a dental product manufacturer – for example a dental implant company – then they will also have access to your data. However

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they will only have access to the data they need in order to facilitate your dental treatment.

Your Rights

You have a right to ask us to stop processing your personal data and, if it is not necessary for the purpose you provided it to us (e.g. to provide you with the services, products or information you asked for, processing your payment) we will do so.

You have a right to ask for a copy of the information we hold about you. If you want to access your information, please contact us:

By email: info@onethegallery.co.uk

By telephone: 01865 256 007

By writing to: One The Gallery, 54 Marston Street, Oxford OX4 1LF

You have a right to have any incorrect information corrected. If there are any discrepancies in the information we provide, please let us know and we will correct them.

You have a right to choose whether or not you wish to receive information from us.

How you can access your information

If you would like to access the information we hold about you, please contact us:

By email: info@onethegallery.co.uk

By telephone: 01865 256 007

By post: One The Gallery, 54 Marston Street, Oxford OX4 1LF.

Please note, we may ask you to complete a form in order to help us locate the information that you would like access to.

Marketing preferences

If you are updating your preferences, we need your name and address to make sure we update the right information.

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Contact us

If you have any questions regarding this policy, our privacy practices or data protection, please contact either– Neel Patel or Vinit Gohil.

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