



Your Privacy at Half Moon Dental Centre

Information for children and young people

Half Moon Dental Centre

1–3 Half Moon Lane
Herne Hill
London
SE24 9JU

Telephone: 020 7733 0011

Email: info@halfmoondental.com

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What is this page about?

When you come to see us, we need to know some things about you so that we can look after your teeth and keep you safe.

Some of this information is private.

This page explains:

- what information we keep about you;
- why we need it;
- who may see it;

- how computers and AI may help us with your care;
- how CCTV is used at the practice;
- how we keep your information safe; and
- what you can ask us about your information.

If anything on this page is difficult to understand, please ask your dentist, another member of our team, or an adult you trust to explain it.

What information do we keep about you?

We may keep information such as:

- your name;
- your birthday;
- your address;
- your telephone number or email address;
- details about your parent, carer or another person who looks after you;
- information about your health;
- medicines you take;
- allergies;
- information about your teeth and gums;
- notes made by your dentist or other members of the dental team;
- treatments you have had;
- treatments we think might help you;
- X-rays;
- photographs of your teeth or mouth;
- scans of your teeth and jaws;
- appointment information; and
- messages or forms you or your parent or carer send to us.

We only collect information that we need for a proper reason.

Why do we need this information?

The main reason is to look after you safely.

We use your information to:

- understand your health;

- check your teeth and gums;
- work out if anything needs treating;
- plan your dental treatment;
- keep a record of the care we give you;
- make sure medicines or treatment are safe for you;
- arrange appointments;
- remind you about appointments;
- send you to another dentist, doctor or hospital if you need specialist care; and
- answer questions about your treatment.

Dentists also need to keep proper records of the care they provide.

Where do we keep your dental record?

We use a secure computer system called Dentally to help us manage your dental record.

Your record can include things such as:

- your medical history;
- your dental notes;
- appointments;
- treatment plans;
- X-rays and photographs;
- forms;
- letters; and
- information about your treatment.

Only people who have a proper reason to see your information should have access to it.

Sometimes computers help us write our notes

Your dentist needs to make accurate notes about what happens at your appointment.

Sometimes we use secure computer systems and artificial intelligence (AI) to help us prepare those notes.

The systems we may use include:

- **Dentistry Dashboard;**
- **Kiroku;**
- **Heidi Health;** and
- **Dentally.**

These systems can listen to or process parts of the conversation during an appointment and turn them into written notes.

Does the computer decide my treatment?

No.

The computer may help prepare a draft, but your dentist must check it.

Your dentist is responsible for:

- deciding what is important;
- correcting any mistakes;
- checking your final dental notes;
- examining you;
- diagnosing any problems; and
- deciding what treatment to recommend.

Will you tell me if you are using it?

Yes.

If we are going to use a system that processes the conversation during your appointment, we will explain this first.

Depending on your age and understanding, we may also discuss this with your parent or carer.

If you do not want us to use AI-assisted note-taking during your appointment, please tell us.

You will still receive the same dental care.

What about my X-rays?

Dentists sometimes need to take X-rays or scans to see things that cannot easily be seen by looking inside your mouth.

These can include:

- dental X-rays;
- 3D X-rays called CBCT scans;
- photographs; and
- digital scans of your teeth.

We keep these because they are part of your dental care.

Do you use AI to look at X-rays?

Sometimes.

We may use a system called Pearl AI to help the dentist look at dental X-rays.

It can highlight areas that the dentist might want to look at more carefully.

Pearl does not decide what is wrong with your teeth and it does not decide your treatment.

Your dentist still:

- looks at your X-rays;
 - examines your teeth;
 - decides what the findings mean;
 - talks to you about them; and
 - decides what treatment to recommend.
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Do you take photographs?

Sometimes photographs are useful for looking after your teeth and planning or recording your treatment.

If a photograph is part of your dental care, it may become part of your dental record.

We will not simply use identifiable photographs of you for advertising or social media because they are in your dental record.

If we want to use an identifiable photograph for something different from looking after you, we will ask for the appropriate permission first.

Do you use CCTV?

Yes.

We use CCTV cameras in designated areas in and around Half Moon Dental Centre to help keep patients, visitors, staff and the practice safe.

The cameras may record:

- pictures of people in the practice; and
- sound and conversations in areas where audio recording is switched on.

We use CCTV for reasons such as:

- helping to keep everyone safe;
- protecting the practice;
- preventing or investigating crime; and
- helping us understand what happened if there has been a serious safety or security incident.

Does someone watch or listen to the CCTV all the time?

No.

CCTV recordings are not routinely watched or listened to.

Only authorised people are allowed to access recordings, and they should only do this when there is a proper reason.

Sometimes we may need to give part of a recording to someone else, for example:

- the police;
- an insurance company;
- a regulator; or
- a legal adviser.

We would only do this when there is an appropriate and lawful reason.

How long do you keep CCTV recordings?

Our CCTV recordings, including sound where it is recorded, are normally kept for 30 days.

After 30 days they are automatically overwritten.

Sometimes we may need to keep a particular recording for longer, for example if it is needed to investigate an incident, complaint, insurance matter or legal issue.

Will I know CCTV is being used?

Yes.

We display signs to let patients and visitors know that CCTV is in operation.

Where sound is being recorded, we also aim to make this clear.

You or your parent or carer can ask us questions about CCTV or about recordings that contain information about you.

Who can see my information?

People at Half Moon Dental Centre who need your information to look after you may see it.

This may include:

- dentists;
- dental hygienists and therapists;
- dental nurses; and
- reception and administrative staff where necessary.

Sometimes we also need to share information with other people or organisations.

For example:

- another dentist or specialist;

- your doctor;
- a hospital;
- a dental laboratory making something for your teeth;
- companies providing our secure dental computer systems;
- people helping us safely manage X-rays or scans;
- your dental insurer or payment plan where appropriate; or
- an organisation we must provide information to because the law requires us to.

We only share information when there is a proper reason.

We do not sell your health information.

Will you tell my parents or carers everything?

Children and young people have privacy and confidentiality rights too.

Whether information needs to be shared with your parent or carer can depend on:

- your age;
- how well you understand the situation;
- what the information is about; and
- whether sharing information is necessary to keep you or somebody else safe.

As you become able to understand and make decisions about your own healthcare, we will take your views and your privacy seriously.

If you are worried about something being discussed with your parent or carer, you can speak privately to your dentist.

When might you have to tell someone something?

Most of what you tell your dental team is confidential, which means we keep it private.

There are some situations where we may need to share information even if you have not asked us to.

For example, if we are seriously worried that:

- you are being hurt;
- you are being abused or neglected;
- somebody else may be in serious danger; or
- the law requires us to provide information.

If it is safe and appropriate to do so, we will usually try to explain what is happening.

How do you keep my information safe?

We use security measures to help protect your information.

This includes things such as:

- secure computer systems;
 - passwords and access controls;
 - secure storage;
 - restricting information to people who need it; and
 - requiring our team and organisations working for us to keep information confidential.
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How long do you keep my dental record?

Dentists need to keep dental records for a long time, even after you stop coming to the practice.

Our current policy is to keep children's dental records until at least age 25, or for at least 11 years after you stop being our patient, whichever means we need to keep them for longer.

Sometimes there may be a reason why information needs to be kept for even longer.

CCTV recordings are different. They are normally kept for 30 days and then automatically overwritten unless there is a particular reason why a recording needs to be kept for longer.

Can I see the information you have about me?

Yes.

Children and young people have rights over their personal information.

Depending on your age and understanding, you may be able to ask us yourself.

A parent or carer may also sometimes make a request for you.

You can ask us:

- what information we have about you;
- for a copy of your information;
- to correct something that is wrong;
- why we are using your information; or
- who we have shared it with.

Some data-protection rights have exceptions, particularly because dentists may need to keep an accurate record of the care they have provided.

What if something in my record is wrong?

Tell us.

If factual information about you is incorrect, we can look at whether it should be corrected.

Clinical records sometimes contain a dentist's professional opinion or a record of what happened at a particular time.

We cannot simply erase an accurate historical record, but we can consider what needs to be corrected or added.

What if I don't want AI note-taking?

Tell your dentist.

You can say:

“I'd rather you didn't use the AI note-taking today.”

That is fine.

We can make your notes another way and it will not affect your dental treatment.

Who can I talk to if I am worried about my information?

You can talk to any member of our team.

You can also contact:

Nici Hopkins

Data Protection Lead
Half Moon Dental Centre
1–3 Half Moon Lane
Herne Hill
London
SE24 9JU

Telephone: 020 7733 0011

Email: info@halfmoondental.com

You can ask a parent, carer or another adult you trust to help you if you prefer.

What if I am still unhappy?

You can complain to the **Information Commissioner's Office (ICO)**.

The ICO is the independent organisation in the UK that helps protect people's information rights.

You can ask an adult to help you contact them if you would like.

Want more information?

This is the **child-friendly version** of our Patient Privacy Notice.

You can also read our full **Patient Privacy Notice**, which gives more detailed information about:

- the laws we follow;
- the legal reasons we use information;
- organisations we may share information with;
- CCTV and audio recording;
- transferring information outside the UK;
- how long different information is kept; and
- all of your data-protection rights.

Please ask us if you would like help understanding any part of either notice.

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