

Privacy Policy, Terms & Conditions

It's about being fair and protecting your interests, our business and everyone who works with us

PRIVACY POLICY

How we look after information about you

The Practice requires personal information about you so that we can provide the healthcare you deserve. We treat this information with the utmost care and store it according to strict guidelines and legislation. These are outlined below however we are always happy to answer any questions that you may have.

What is the Freedom of Information Act?

It is a law passed by the Government that gives you the right to request information from public services. The aim of the Act is to promote trust and confidence in our public services, by providing clear information and being open about what we do.

What information can I obtain?

Personal information may be obtained from the Practice Directly. We explain how to do this below.

When can I exercise these rights?

Do make a request for any information that you are interested in and we will try to help. We aim to be as open as possible however there are certain situations where we may be unable to satisfy your requests; for example when certain proprietary information or matters that are already in the public domain.

What types of information are being made available?

The Act refers to "classes" of information, and a class is the information available on a particular topic. Therefore, a class could be a specific document, such as our policy on the Data Protection Act 1998. Information is not limited to paper documents it also includes available information on our website.

What information is already available?

We recognise the importance of having freedom of information and make sure that as much information as possible is available through leaflets, posters or our website.

Can I get access to information about myself or other patients?

The Freedom of Information Act does not change the legal right of patients to protection of their patient confidentiality. Maintaining this right of confidentiality is an important commitment for all organisations. To help with this we have appointed someone who is called a Caldicott Guardian, and who has responsibility to ensure the protection of patient confidentiality in accordance with patient legal rights. The Caldicott Guardian for our Practice is Dr. Paula Brennan.

You may obtain access to your own health records under the Data Protection Act 1998.

Will I be able to get access to all of the information at the Practice?

The right to obtain information may be limited by some exemptions which are listed within the Act. The effect of the exemptions is that we may not be able to supply all or part of the information requested. If possible, we will supply the information requested with the exempt information removed.

Is there a charge for information supplied?

Ordinarily we will charge a small fee for x-rays and copies of clinical records. These fees are available on request.

How do I get access to information?

You must make your request in writing, which includes by email. The request must include your name and address so that we can contact you. You do not need to tell us why you want the information; however, you must give us enough detail about the information you require to allow us to correctly identify and find it. When we have received your payment, we have 20 working days to send you the information you have requested

Complaints and appeals

Any complaints about our handling of your request or about our Publication Scheme should in the first instance be addressed to:

Dr Paula Brennan WeLoveTeeth, Elmgrove House, Elmgrove Road, Weybridge, Surrey KT13 8NZ.

You are also free to contact the Government Department with responsibility for ensuring organisations comply with the Freedom of Information Act:

The Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

TERMS & CONDITIONS

Appointments and Cancellation Notice

1. We try to run on time and respectfully request that you arrive in good time for your appointment. If you are late, we may need to shorten your appointment time or rearrange it so as not to run late for patients with appointments following yours.
2. We require 24 hours' notice for cancellation of dental appointments and 48 hours for hygiene appointments. Where a late cancellation is made, such as on the morning of the appointment, you become liable for a charge equal to the cost of the appointment.
3. Where an appointment is not met, and no notice is given you become liable for a charge equal to the cost of the appointment.
4. We will endeavour to contact you by email, text message or telephone to confirm appointments over half an hour. This is a service to help remind everyone of their appointments, it remains your responsibility to remember and attend appointments.

Treatment Guarantees

For information on the guarantee of substantial work [please click here](#). Additional guarantees, including those provided by laboratories are as follows:

- a.** Composite fillings will be guaranteed by the dentist for 3 years after treatment subject to you **satisfying the qualifying requirements**.
- b.** Crowns and Bridge – For breakages requiring the laboratory to remake the work, the laboratory guarantee their work for up to 12 months. Zirconia crowns and bridge work will be guaranteed by the laboratory for 5 years, please note that where the laboratory guarantee their work, if it is 6 months after the initial fit the dentist will need to charge for their time to refit the free laboratory work.
- c.** Root Canal Treatment and Extensive Periodontal Care Treatment do not carry guarantees. Should you require either of these treatments your dentist will discuss with you the likelihood of success in your case and provide you with all the information you need to make an informed decision.
- d.** Extractions: following a tooth extraction, some people will be at risk of a dry socket, which is where healing is impaired due to key factors such as smoking or a

particularly difficult extraction. Where a dry socket needs treating after extraction this will be charged at the current emergency rate set out in the Practice fees.

Fees and Payments

1. **Dental Fees:** We aim to provide every Patient with a detailed breakdown of their treatment costs as an estimate before booking an appointment, as it is part of making an informed decision about any treatment. You will be asked at the time of booking an appointment whether you have been given the necessary information about the cost of the treatment.
2. If you take out finance for treatment and wish to have a refund (because you are no longer continuing treatment), we will refund the sum of money borrowed, less any amounts owing to us and less any finance company charges levied upon us.
3. For most large treatments we require a 50% deposit before booking any appointments.
4. Should you join our Membership Plan, the first consultation appointment is not included in the plan cost.
5. If you join our Membership Plan and wish to cancel the plan, we will require 3 months' notice. You will be entitled to use any remaining appointments which are calculated, pro rata, to your annual entitlement and usage on the date of cancellation. If you have contributed less than the cost of any dental examinations or hygienist visits already received, we will require either the remaining sum to be paid, or the appropriate number of monthly payments to be made before cancelling the direct debit. Where a direct debit is cancelled and an outstanding amount for treatment received has not been paid we will send out an account requesting payment.
6. If you owe money for treatment and this is not paid within 30 days of treatment or within 14 days of the date on your 'Statement of Account', an interest charge may be added to the gross sum owing.

Your Information – What you need to know.

The Practice requires personal information about you so that we can provide the healthcare you deserve. We treat this information with the utmost care and store it according to strict guidelines and legislation.

Incorrect Pricing.

The WeLoveTeeth website or other materials may contain technical inaccuracies and typographical or other errors in connection with our treatments, services or payment plans, including prices or available quantities. WeLoveTeeth makes no representations and assumes no responsibility as to the completeness, accuracy or

timeliness of any content describing our treatments, services, or payment plans (including any features, specifications, prices and available quantities).

WeLoveTeeth may, in its sole and absolute discretion, honour accepted orders or information affected by any errors, inaccuracies or omissions in connection with treatments, services or payment plans. In the event that a treatment, service or payment plan is mistakenly listed at an incorrect price, WeLoveTeeth reserves the right to refuse or cancel any orders placed for treatment, service or payment plan listed at the incorrect price.

WeLoveTeeth reserves the right to refuse or cancel any such orders whether or not the order has been confirmed and a credit card charged. If a credit card has already been charged for the purchase and the treatment, service or payment plan order is cancelled, WeLoveTeeth will either issue the Customer a product credit or a refund to the Customer's credit card.

Prices that are prefixed with a '+'

Treatment such as the Dental Laser may be priced as follows; '+£20'. This indicates the sum charged is in addition to the required cost of an appointment.

Finance

WeLoveTeeth Limited acts as Introducer for patients seeking finance to Tabeo – our Appointed Representative.

Further information can be found at:

<https://lead.tabeo.co.uk/weloveteeth-ltd/finance>

For Patient support please use the following link:

<https://app.tabeo.co.uk/support>

Tabeo LTD, incorporated in England & Wales (registration number 10363602), with its registered office at C/O Fox Williams, 10 Finsbury Square, Finsbury, London EC2A 1AF; and Tabeo Broker Limited, incorporated in England & Wales (registration number 10416530), with its registered office at C/O Fox Williams, 10 Finsbury Square, Finsbury, London EC2A 1AF. Tabeo Broker Limited is authorised and regulated by the Financial Conduct Authority and entered on the Financial Services Register, reference number 777539.