

ODL customer data is held as:

- Hardcopy – in the form of Account Application forms – filed in date ordered draws for 3 months
- Sent to EvaStore for offsite storage
- In Transactor which is a bespoke laboratory software – held on server
- In Sage accounting software – held on server

The information we hold

Practice Data

- Clinician Name, Practice Name, Address, Tel No, Email, and in some cases personal mobile and email addresses if we have been requested to use as alternative.
- Clinician GDC No. - In some cases
- Practice number and Clinician number

Your Patient Data

- Hard paper copy of appliance prescription with patient name or number and outline of treatment plan – Stored on site for 3 months then transferred to offsite storage company - EvaStore
- Name, DOB and shade held on Laboratory software Transactor, held on local server
- Any photos of patient treatment plan or reference held on email server until treatment concluded – Deleted from here

Website

- Website hosted by Sanda Creative Design LTD
- Communication made through the 'contact us' link on our website comes through to the email, hosted by United Technologies and stored on our server

How do we use your information?

- Name and Address – general day to day business, occasional relevant advertising
- Tel – contacting you
- Email - sending statements, contacting you, sending occasional relevant advertising

Third Parties

- Couriers and Royal Mail - your Name, Address, practice telephone number and practice email are held in our online address books of our shipping partners websites, to enable us to book shipments and collections from your practice.

Our shipping partners: Royal Mail, DPD and UPS all have secure password protected interfaces.

Our Server is

The server is backed up nightly via an encrypted and compressed connection to Solawinds backup service at a Data Centre in Slough UK. This is monitored daily by Reliant (UK) Ltd.

Protection

The server and all desktops have Bit Defender antivirus and patch management. This is managed and monitored by Reliant (UK) Ltd

Website

Our website is hosted by Sanda Creative Design LTD. All data and correspondence obtained through here is stored on UK based servers.