

PORTMAN DENTAL CARE

BACKGROUND

Portman Dental Care is a group of dental practices located throughout the UK and Europe. Established in 2009, the group has a portfolio of two hundred practices across the United Kingdom, Ireland, and the wider European market, caring for more than 700,000 patients. Their practices offer a range of specialist, private and NHS dental care services, and are focused on continual development both in clinical skills and innovation.

CHALLENGE



**COMPLEX
DSARs**



**SIGNIFICANT
REDACTION**



**SPECIAL
CATEGORY DATA**

PORTMAN
dental care

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Working with The DPO Centre to implement guidance and agree on redaction parameters when dealing with DSARs has been insightful and enabled us to build on our existing knowledge which, in turn, allows us to comply with industry best practice across the whole business.

**Glen Curry // Head of Regulatory,
Portman Dental Care**

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SOLUTION

Portman Dental Care reached out to The DPO Centre to outsource their data protection requirements and enhance their knowledge of data subject access requests (DSARs). The DPO Centre conducted an initial audit to understand and assess Portman Dental Care's needs. After agreeing redaction parameters, The DPO Centre was able to assist with DSAR requests in a consistent and time efficient manner, including descopeing and redacting of special category data. Their assigned DPO then conducted a quality assurance checks before providing data subjects with a copy of their personal data.

The DPO Centre continuously works with Portman Dental Care to ensure their network of practices follow guidance and procedures, enabling them to confidently deal with DSARs across the organisation.

OUTCOME

Glen Curry, Head of Regulatory at Portman Dental Care, said: "The DPO Centre's service has been invaluable. By outsourcing our DSAR support, we have removed the need for our staff members to work extra hours. Gaining access to the most up-to-date data protection knowledge from The DPO Centre, who remain available to support and advise us. This is a benefit that we would not receive by simply installing redaction software.

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