



# Privacy Policy

Current as of: 18 March 2024

## Introduction

This privacy policy provides information to you, our patient, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we may share it with third parties.

## Why and when your consent is necessary

When you register your child as a patient of our practice, you provide consent for our dental practitioners and practice staff to access and use your and your child's personal information so they can provide your child with the best possible dental care. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will generally seek additional consent from you to do this, unless obtaining your consent is not practical or reasonable, and an exception under the *Privacy Act 1988* (Cth) applies.

## Why do we collect, use, hold and share your personal information?

Our practice will need to collect your personal information to provide dental services to your child. Our main purpose for collecting, using, holding and sharing your personal information is to manage your child's dental health. We also use it for business activities, such as research, teaching, study groups, financial claims and payments, practice audits and accreditation, marketing, and business processes (e.g. staff training).

## What personal information do we collect?

The information we will collect about you or your child may include:

- name/s, date of birth, address/es, contact details (e.g. telephone, email), family contact information
- details of your child's oral health condition and the treatment/s and service/s you have received
- details of your general health (e.g. medications, allergies, medical conditions) and medical history that may impact the dental treatment you receive
- private health insurance information
- Medicare number (where available) for identification and claiming purposes
- information regarding other funding sources, where relevant (e.g. Child Dental Benefits Schedule)
- healthcare identifiers, where relevant.

## Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.

## How do we collect your personal information?

Our practice may collect your and your child's personal information in several different ways.

1. When you make your first appointment our practice staff will collect your and your child's personal information via your registration.
2. During the course of providing dental services, we may collect further personal information.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.

4. In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:
- your child's guardian or responsible person
  - other involved healthcare providers, such as your child's referring dentist, other specialists and diagnostic imaging services
  - your health fund or Medicare (as necessary).

### When, why and with whom do we share your personal information?

We sometimes share your or your child's personal information:

- with third parties who work with our practice for business purposes, such as information technology providers and external collection agencies – these third parties are required to comply with the Australian Privacy Principles
- with other healthcare providers, including your child's referring dentist
- when it is required or authorised by law (e.g. court subpoenas)
- when it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- to assist in locating a missing person
- to establish, exercise or defend a claim
- for the purpose of confidential dispute resolution process
- when there is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification)

In addition, parts of your child's health information may be used or disclosed for the purposes of research, teaching, and study groups. Such health information will be deidentified unless we obtain your prior written consent. Please let your clinician know if you do not wish for your child's case to be used in this manner.

Only people who need to access your or your child's information will be able to do so. Other than in the course of providing dental services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

For administration purposes, we may rely on service providers located outside Australia. We will take reasonable steps to ensure that any offshore data transfer complies with Australian privacy laws. Whilst our practice takes all reasonable steps to ensure security of your information, we cannot guarantee secure transmission of information over the internet.

Where we have used your information for the purposes of marketing, you may opt out of direct marketing at any time by notifying our practice in writing.

### How do we store and protect your personal information?

We may hold your information in either electronic or hard copy form. The practice will use all reasonable endeavours to destroy or de-identify personal information when no longer needed to perform our functions, except where it is retained for longer periods to comply with legislative requirements in relation to document retention. We also maintain secure computer information systems by various means including using firewalls and other security measures such as user identifiers and passwords to control access to our computer system and platforms.

### How can you access and correct your personal information at our practice?

You have the right to request access to, and correction of, your and your child's personal information.

Our practice acknowledges that you may request access to your child's dental and medical records. We ask that you put this request in writing to the privacy officer ([privacy@drdebwong.com.au](mailto:privacy@drdebwong.com.au)) and our practice will respond within a reasonable time. Depending on the nature of your request, we may require that you pay a fee to cover the costs of our compliance. If you request an explanation of our records or a written summary, our usual fees for these services may apply.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. If any of the information we have about your child is inaccurate, please ask our reception staff to amend your details. If you choose not to provide us with any information relevant to your

care, we may not be able to provide a service to you, or the service we are asked to provide may not be appropriate to your needs.

### [How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?](#)

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve your issue/s. If you have a complaint or concern, please notify the practice in writing to the privacy officer ([privacy@drdebwong.com.au](mailto:privacy@drdebwong.com.au)). You may also discuss your concerns with us by calling our practice on [\(03\) 7037 5052](tel:0370375052). Your complaint will be dealt with in accordance with our complaints procedure and we will provide a response within a reasonable period.

You may also contact the Office of the Australian Information Commissioner (OAIC). The OAIC may decide not to investigate your complaint if you have not raised it with the practice first. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 363 992.

### [Policy review statement](#)

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our website. This privacy policy was last updated on 4 March 2024.