

SPRINGWOOD DENTAL CENTRE

PRIVACY POLICY

Springwood Dental Centre is committed to protecting the privacy of personal and health-related information of patients and other persons. This policy outlines how we collect, use, store and manage your personal information. It also describes how you may contact us in relation to the accuracy of information held by us and procedures for making complaints about such processes.

HOW WE COLLECT YOUR INFORMATION

For patients making an appointment to visit the practice for the first time, we will ask that you provide your full name and date of birth. This allows an appointment to be allocated within the computer system. At the time of appointment, a comprehensive personal and medical history is completed. Without such information, the treating dentist is unable to plan your care properly. There is an opportunity for you not to record sensitive information but rather provide this verbally to the dentist.

For current patients who have not visited for some time, we may ask that the personal/medical history form is completed so that your information is accurately updated. Such information may be reviewed and verified verbally on other occasions.

WHAT INFORMATION IS COLLECTED

Specific information we collect includes but is not limited to:

- ✓ full name
- ✓ date of birth
- ✓ residential and postal address
- ✓ contact details: home, work, mobile telephone numbers; email address
- ✓ occupation
- ✓ health fund membership
- ✓ how you selected our practice
- ✓ past and present health and medical treatments, surgeries and medications

HOW WE USE YOUR INFORMATION

We will only use your personal information to provide our professional services and ensure the highest standard of care. We may also use your information:

- ✓ when providing necessary dental care as consented by you
- ✓ for administration and business requirements
- ✓ when communicating with you or your authorised representative
- ✓ if you have consented to its disclosure (e.g. transfer of records to or referral to another dentist or health practitioner)
- ✓ when it is reasonable to prevent serious harm to a person or the public at large
- ✓ if the information is requested or authorised at law

TO WHOM YOUR INFORMATION MAY BE DISCLOSED

So that appropriate and necessary assistance can be provided, staff members will have access to your information. Training has been provided to staff to ensure that use of your information remains at all times restricted to the provision of care. Specific instruction has been given forbidding disclosure of any information outside the practice either verbally or through social media and blog sites.

We may disclose necessary information to other parties or individuals:

- ✓ your authorised representatives
- ✓ laboratory or technical services
- ✓ dental material supply companies (e.g. recording of implant serial numbers)
- ✓ entities permitted by government or the law

We do not give, sell or permit to be used the information in our database to third party mailing lists.

HOW YOU MAY ACCESS AND CORRECT PERSONAL INFORMATION

If you wish to view personal information about you or your dependants held by us or believe that any personal information that relates to you is inaccurate or incorrect, please contact us:

- ✓ by discussing the matter with your dentist at an appointment
- ✓ by telephone 07 3208 4888
- ✓ by facsimile 07 3208 0919
- ✓ by email reception@springwooddental.com.au.
- ✓ in writing: 6 Cinderella Drive Springwood Qld 4127

In some circumstances, we may refuse access to information, in such instance we will explain why.

USE OF COOKIES

As a visitor to our website, we may collect certain non-personal information such as Internet Provider, date and time of visit, web pages viewed or downloaded. Such information collected will only be used in aggregate or statistical form to help improve the functionality of our website.

SECURITY OF INFORMATION

We will take all necessary measures that privacy is protected in relation to electronic and paper records as well as backups either in on local drives or in 'the cloud'. Where information is stored in 'the cloud', we will ensure that providers of such services protect your information and will comply with this policy and obligations under the National Privacy Principles.

Within the practice, information is stored on secure, password-protected servers and the practice premises have 24 hour security monitoring.

CHANGES TO PRIVACY POLICY

The most current version of the Privacy Policy will always be available on our website. www.springwooddental.com.au

Additionally, a notice will be displayed in the reception area of the practice advising of any change to our Privacy Policy and a hard copy will be made available on request.