



PRIVACY POLICY

The Dental Surgery, Newstead is bound by the Australian Privacy Principles contained in the Commonwealth *Privacy Act 1988*, as well as the *Commonwealth Privacy Amendment (Private Sector) Act 2000*, and *The Charter of Health Rights and Responsibilities (Tasmania) 1999*.

COLLECTION OF INFORMATION

It is our usual practice to only collect health information directly from our patients or their authorised representatives. As part of your treatment at The Dental Surgery, Newstead, you will be asked to complete a Patient Information Form. This form is an important part of your dental treatment and is treated confidentially at all times.

The practice may collect health information from a third party or a publicly available source, but only if the patient consents to such collection or would reasonably expect us to collect their health information from the third party, or if the collection is necessary to provide the patient with appropriate healthcare.

EMPLOYER RESPONSIBILITY

All staff employed in this practice are required to undergo training to understand their responsibilities in maintaining your privacy and to sign a confidentiality agreement in order to protect your personal information.

USE AND DISCLOSURE

Your personal health information may be accessed by all staff members of The Dental Surgery, Newstead as part of your treatment.

The practice only uses health information for the following purposes:

- It is essential for your Dentist to have a current and accurate overview of your health situation. This will influence the treatment you receive and aims to maximise your oral health taking into account all other medical and health conditions that you may have.
- Personal information included on the form such as name, address, contact details and health fund information are used for confirming appointments, making recall appointments, processing payments, collecting unpaid invoices via an external collection agency and contacting you about our services and any issues affecting your healthcare. On some occasions it may be necessary to leave a message with a family member or at your workplace.
- At times it is necessary to exchange your health information with other health care professionals. This is completed only when necessary in relation to your optimal treatment, and any exchange of personal information is kept to a minimum.
- Your patient information may be used in a research context, such as in study groups for the purpose of professional development and to help benefit other patients. In this event, your identity is kept completely confidential unless you provide consent for your details to be disclosed.

We will not use your personal or health information for any other purpose unless one of the following

applies:

1. You have consented;
2. The other purpose is directly related to providing you with health services and you would reasonably expect that your information may be used for that purpose.
3. The use of your health information is required or authorised by law.

DATA QUALITY

The practice takes steps to ensure that the health information we collect is accurate, up to date and complete. These steps including maintaining and updating personal and health information when you attend the practice. It is for this reason that we will request regular review of your Patient Information Form. This enables us to ensure that your information is complete and up to date. If any of the information we have about you is inaccurate, please ask us to make the necessary alterations.

Your Patient Information Form, treatment records and radiographs are stored on premises at The Dental Surgery, Newstead. The majority of this information is now stored digitally in our online database. We take reasonable steps to protect those records against loss, unauthorised access, use, modification or disclosure, or other misuse.

After a period of 7 years (and if you attended the practice as a child, once you have reached the age of 25) we may destroy your records in accordance with applicable laws.

ACCESS AND CORRECTION

If an individual requests access to health or personal information we hold about them, or request that we change information, we will allow access or make changed unless we consider that there is no sound reason under the *Privacy Act 1988*, or other relevant law to withhold the information, or to not make the changes.

Requests for access or correction must be in writing and directed to the practice Privacy Officer. If you have any questions, the Privacy Officer can be contacted during business hours at the practice.

MARKETING

The practice's marketing functions support the growth and development of the practice and to provide you with information about services offered at the practice.

The practice may use your information for the purpose of direct marketing; however we will not on-sell your personal information.

The practice understand that you may not wish to receive marketing materials from the practice. If you would prefer not to receive such information, a request can easily be made to the Privacy officer or another staff member at the practice.

SENDING INFORMATION OVERSEAS

As part of maintaining your records, the practice may use off-site electronic data storage providers or other third party service entities. The providers may be located offshore.

Where practicable, we will inform you about where your information is sent; however, at all times the practice will take reasonable steps to ensure compliance with the Australian Privacy Principles in relation to any off-shore transfer of your information.

NON-DISCLOSURE OF INFORMATION

Although we respect your right to privacy, if you choose not to provide us with 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 for your needs.

Importantly, you could suffer harm or other adverse outcome if you do not provide information relevant to your care.

COMPLAINTS

Your privacy is of utmost importance to us. We take this responsibility very seriously and make all reasonable steps to ensure that confidentiality is maintained at all times.

If at any time you feel that The Dental Surgery, Newstead has wrongfully disclosed your personal information or breached this privacy policy, then you may lodge a complaint to the Privacy Officer in writing. All complaints will be handled by our management team in accordance with our complaint management procedure.

In the event of a privacy breach, the practice will comply with applicable guides or guidelines issued by the Australian Information Commissioner for the handling of privacy breaches.

For more information about Privacy laws, or to raise concerns about any other matter not satisfactorily resolved with the practice you can contact the Office of the Australian Information Commissioner (www.oiac.gov.au or phone 1300 363 992).

ENQUIRIES

For further information about the practice's management of privacy, please contact our Privacy Officer.

DOCUMENT DETAILS	FOR OFFICE USE ONLY
This policy should be reviewed annually and any changes to policy and actions required should be documented and signed	
RESPONSIBLE PERSON	
REVIEW CYCLE	
DATE OF LAST REVIEW	
ACTION REQUIRED	
SIGNED	