

# Privacy Policy

Happy smiles Dentist is committed in protecting and safeguarding personal information. This privacy statement outlines what information we collect of the patient, how we use this information with the patients consent and the rights they have in relation to that information.

## YOUR PERSONAL INFORMATION

Personal information we may collect, or which may be held by Happy Smiles about the patient may include the following:

- Name, address, telephone and email contact details.
- Personal details such as age and gender
- Billing details for example, Medicare card Number, private health fund details, credit card details.
- Verbal communication between staff and patients
- Information regarding enquiries the patient has made both verbally and electronically.
- Information in relation to patient's medical and dental history
- Medical referrals, x-rays, reports and information that may assist Happy smiles in providing our services to the patient.

## COLLECTION OF PERSONAL INFORMATION

We collect personal information from the patient in a number of ways. These include

- when a patient interacts with Happy Smiles electronically or in person
- filling out new patient forms upon their first visit
- When providing services to the patient

When necessary, Happy Smiles may collect personal information about the patient from third parties if they have agreed that they can provide us with this information. For example, we may collect information from the patients' health insurer provide, Medicare, other dentists, dental specialists or other health practitioners.

If the patient is under the age of 18 or lacks capacity to provide these details, a legal guardian is permitted to act on their behalf to provide Happy Smiles with personal information.

## USE OF PERSONAL INFORMATION

Happy Smiles uses the information to provide our services and advise our patients of any information that may be relevant to their dental care. This may include

- To assess whether we can safely provide the patient with our dental services
- To maintain patients file
- To invoice our fees
- To process health insurance claims
- To contact the patient for follow up services and check – up reminders
- To collect unpaid invoices
- To send information to the patient about our dental practice and to improve our services to the patient

Happy Smiles may employ other companies or individuals to assist in providing our services to the patient. These third parties may have access to information needed to perform their function but cannot use that information for other purposes. Consent must be provided in writing before identified information is sent to 3<sup>rd</sup> parties such as specialist or other dental practices.

## **PROTECTION AND STORAGE OF INFORMATION**

Staff at Happy Smiles receive ongoing training to ensure the personal information we hold about the patient is kept confidential.

We keep hard copy and electronic records of all patients' personal information. we take steps to protect these records against loss, misuse, unauthorised access, modification or disclosure. We ensure that hard copies are kept in files and there are security processes in place regarding computer access. We also take steps to ensure that electronic data is backed up. After a period of 7 years (or in the case of a person under the age of 18, until the person turns 25) we may securely destroy or de identify the patient's records in accordance with Australian Laws.

## **DISCLOSURE OF PERSONAL INFORMATION**

We will disclose personal information to third parties if the patient has agreed that we can do so. For example, we will disclose the patient's personal information :

- If the patient asks us in writing or provide us with their written consent to disclose their information to a third party.
- In an emergency situation, if the patient has nominated relatives or next of kin as emergency contacts.

- To other dentists, dental specialists and health care providers, for the purpose of seeking a second opinion or a referral.
- To laboratories and dental specialists (within Australia and overseas) to provide advisory services relating to the patients treatment.

Happy Smiles may also disclose specific personal information (name, Address, contact details and amount owing to us) to debt collection providers engaged by us if our invoices are not paid within the required time.

Please Note – under the privacy Act, Happy Smiles Dentist must disclose the patient’s personal information in exceptional circumstances such as,

- When required by law
- When we are directed to do so by a government or regulatory body or a statutory body with legal powers to obtain the patients information.
- When it is necessary to protect the rights or property of Happy Smiles Dentist, or any member of the public, or to lessen a serious threat to a person’s health and safety.

#### **CHANGING OR DELETING PERSONAL INFORMATION**

In order for our staff to provide our patients with the best service, it is important that we maintain up-to-date and accurate information. The patient may request to change or delete their personal information at a given time, and all reasonable steps to delete the information will be made, except where it is required for legal reason.

#### **HOW TO CONTACT US REGARDING PRIVACY MATTERS**

If the patient has any questions in relation to privacy matters or our privacy policy, please contact us via email : [info@happysmilesdentist.com.au](mailto:info@happysmilesdentist.com.au) .