



## **CHILD PRIVACY POLICY**

*We are committed to ensuring that your child's personal information is kept private and confidential.*

*This Privacy Policy sets out how we use and manage your child's personal information. Personal information includes information that can identify your child and information about your child's past and current health. As a provider of health services, we are bound by the Australian Privacy Principles contained in the Commonwealth Privacy Act 1988. We also have professional and ethical obligations to protect your child's privacy and keep your child's personal information confidential.*

### **1. What information do we collect?**

*We will only collect information that is necessary to provide our services and carry on our dental practice.*

*We collect the following types of personal information from patients and prospective patients:*

- *name and contact details;*
- *age, date of birth and gender;*
- *dental history and previous dentists/orthodontists;*
- *medical history;*
- *details about your child's current health and medications; and*
- *health insurance details*
- *credit card details if you wish us to take out payments and direct debits*

### **2. How do we collect your child's personal information?**

*We collect personal information in several ways. You may be asked by us to complete a patient questionnaire and give us information we need to provide dental services to your child in a safe and appropriate manner. This information includes details of your child's dental and medical history and their current health. You may also be asked to provide personal information verbally to our Orthodontist or other staff members.*

*We may also collect personal information about your child from third parties, if you have agreed that they can provide us with this information. For example, we may collect information from:*

- *your family's health insurance provider; and*
- *other dentists, dental specialists or other health practitioners (including your child's General Practitioner).*

*If a person is unable to provide us with personal information which we need to provide them dental services (for example if the patient is a young child or lacks the capacity to provide these details), we will require this information to be provided by the patient's legal guardian or another person who is legally entitled to act for that person.*

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### **3. How do we use your child's personal information?**

We may use your child's personal information for any of the following purposes:

- to assess whether we can safely provide your child with our dental services;
- to maintain and administer your child's patient file;
- to invoice you for our fees;
- to process your credit card payments
- to contact you for follow up services and check-up reminders; and
- to collect unpaid invoices.

### **4. How do we make sure that your child's information is accurate?**

We take reasonable steps to ensure that the personal information we collect from you regarding your child is accurate, up-to-date and complete. These steps include:

- maintaining and updating your child's personal information when you attend the practice every 12 months; and
- amending information when you let us know that any of your child's information has changed.

### **5. How do we protect and store your child's information?**

We provide ongoing training to our staff to ensure the personal information which we hold about your child 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, use, modification or disclosure. We ensure that hard copies of records are kept in a secure location, or safely destroyed, once scanned and there are security processes in place regarding computer access. We take steps to ensure that electronic data is backed up.

We, or our contracted Information Technology (IT) consultant, **may** use servers, systems and Cloud computing providers outside Australia. We use our best endeavors to ensure that our storage providers are required to comply with Australian Privacy laws. It is our understanding that all of our data is stored inside Australia.

After a period of 7 years (or in the case of a person under 18, until the person turns 25) we may securely destroy or de-identify your child's records in accordance with Australian laws.

### **6. When will we disclose your child's personal information?**

We will disclose your child's personal information to relevant third parties if you have agreed that we can do so. For example, we will disclose your child's personal information:

- if you ask us in writing or provide us with your child's written consent to disclose your child's information to a third party;
- in an emergency situation, if you have 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; and
- to laboratories and dental specialists (within Australia or overseas) to provide advisory services relating to your child's treatment.

We may also disclose specific personal information (your child's name, address, contact details and amount owing to us) to debt collection providers engaged by us if you do not pay our invoices within the required time.

Other than as set out in this Section 6, we will only disclose your child's personal information without your child's agreement if we are legally required to do so. Under the Privacy Act, we must disclose your child's personal information if we are directed to do so by a Government or regulatory body or a statutory body (e.g. a court or a tribunal) with legal powers to obtain your child's information.

## **7. Accessing your child's personal information**

You have the right to access the personal information that we hold about your child. You can contact us in writing, by email or telephone and request access to your child's personal information.

Our contact details are set out in Section 9 of this Policy. We will always try to meet your child's request within a reasonable time.

In some circumstances, your request for access may be denied. These circumstances include:

- if we no longer hold any personal information about your child;
- if your request is frivolous or vexatious;
- if the information requested relates to existing or anticipated legal proceedings and would not normally be disclosed as part of those proceedings;
- if providing access would be unlawful; and
- if denying access is required or allowed by law.

If we are unable to give you access to the information you have requested, we will give you written reasons for this decision when we respond to your request.

We may charge you a reasonable fee for access to some types of information requested by you. This charge will be limited to the cost of recouping our costs for providing you with the information. Charges may include documents retrieval, photocopy and printing, the costs of duplication of x-rays and models, and delivery costs to you.

## **8. Correcting your child's personal information**

To enable us to provide you with the best service, it is important that the information we hold about your child is accurate and up-to-date. You will need to provide us with any changes to your child's personal information (including medical history, change of address, name, telephone number and health providers) to enable us to update your child's records. We will take some responsible steps to ensure that the information that we hold about your child is accurate and up-to-date.

## **9. Our contact information and resolving your concerns**

You can contact us during our office hours if you have any questions, concerns or a complaint about this Privacy Policy or the way in which we collect, store and disclose your child's personal information. We will always try to respond to you and address your questions, concerns, or complaints within a reasonable time.

Our website is currently under construction and this Privacy Policy will be available on our website at [www.mosmanparkorthodontics.com.au](http://www.mosmanparkorthodontics.com.au) from January 2015. You can also contact us and request that we send you a copy of this Policy by mail or email.

Our contact details are set out below:

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[reception@mosmanparkorthodontics.com.au](mailto:reception@mosmanparkorthodontics.com.au)