

Cameron Dental Care Privacy Policy



Current as of March 2021

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 Cameron Dental Care, and the circumstances in which we may share it with third parties.

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

Our dental practitioners and practice staff need to access and use your personal information so they can provide you with the best possible dental care. Only staff who need to see your personal information will have access to it. Our main purpose for collecting, using, holding and sharing your personal information is to manage your dental health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (e.g. staff training).

What personal information do we collect?

- Name/s, date of birth, address/es, contact details (e.g. telephone, email), family contact information
- Details of your 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, Department of Veterans' Affairs)
- Information on workers' compensation, motor vehicle and other accident claims, where relevant
- Healthcare identifiers, where relevant.

Cameron Dental Care is able to participate in the My Health Record (MHR) system. If you have a MHR and wish to have this considered as part of your dental treatment, please let us know. To access your MHR, we will need your full name, date of birth, gender and Medicare number. If, at any time, there is information associated with your treatment that you do not want included in your MHR, please advise your dental practitioner.

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. If you choose to do this it may affect you receiving appropriate care and treatment.

How do we collect your personal information?

1. When you make your first appointment our practice staff will collect your personal information.
2. During the course of providing dental services, we may collect further personal information. Information can also be collected through digital health services such as My Health Record.
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 guardian or responsible person
 - † Other involved healthcare providers, such as specialists and diagnostic imaging services
 - † Your health fund, Medicare, or the Department of Veterans' Affairs (as necessary).

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

- With third parties who work with Cameron Dental Care for business purposes, such as information technology providers – these third parties are required to comply with APPs
- With other healthcare providers
- 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
- To assist in locating a missing person
- To establish, exercise or defend an equitable 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)
- During the course of providing dental services through My Health Record

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

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

How do we store and protect your personal information?

Your personal information may be stored at Cameron Dental Care in various forms, including paper records, electronic records, and visual records (radiographs, CT scans, photos.)

Cameron Dental Care stores and protects all personal information securely in electronic format. Information can only be obtained via use of passwords known to relevant staff members only. Where not possible to convert to electrical, personal information is stored in hard copy format in a secured environment.

How can you have access and correct your personal information?

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

Cameron Dental Care acknowledges patients may request access to their dental records. We ask that you put this request in writing to info@camerondentalcare.com and our practice will respond within a fortnight.

Cameron Dental Care 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 Cameron Dental Care is correct and current. You may also request that we correct or update your information, and to assist us with attending to your request we would prefer you to make such requests in writing to info@camerondentalcare.com.

How can you lodge a privacy-related complaint, and how will the complaint be handled?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing to info@camerondentalcare.com.

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. If you have lodged a complaint with us, and we have not responded within 30 days or you are dissatisfied with our response, you may then take your complaint to the OAIC. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992.

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. If you would like to be notified when amendments are made, please express this in writing to info@camerondentalcare.com. Otherwise, the most updated version can always be found on our website at www.camerondentalcare.com.