

Privacy Policy

This following document sets forth the Privacy Policy for the Legana Dental. *Legana Dental* is committed to providing you with the best possible customer service experience. As *Legana Dental* is a private practice, we are bound by the Commonwealth Privacy Act 1988 (Crh), which sets out a number of principles concerning the privacy of individuals and state legislation.

Collection of your personal information

Legana Dental 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;
- medical history;
- details about your current health and medications; and
- Health insurance details.

Where possible we collect your personal information directly from you and where it is not reasonably practicable, we may also collect personal information about you from third parties if you have agreed that they can provide us with this information. For example, we may collect information from: Medicare, Private Health Insurer or other Health Practitioners.

Use of your personal information

Legana Dental use your personal information in accordance with the National Privacy Principles. Legana Dental only uses health information for the purposes of providing you with health care or for purposes which are directly related to providing you with health care. The personal information is used to:

- provide you with health and related services, including appointments and follow up services;
- liaise with various specialists on your behalf for issues related to your health.

Data quality and storage of your personal information

Legana Dental takes steps to ensure that the health information we collect is accurate, up to date and complete. These steps include maintaining and updating personal and health information when you attend the practice, or you advise us that your personal information has changed.

Legana Dental is a paperless practice. All personal information is stored electronically. Our electronic devices are heavily monitored by an external IT support company to minimise the risk of personal information being compromised. All electronic records are backed-up regularly. After a period of 7 years (and if you attended the practice as a child, you have reached the age of 25) we may destroy your records in accordance with applicable laws.

What happens if I don't provide 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 some harm or other adverse outcome if you do not provide information relevant to your care.

Your Agreement

By providing your personal information to use in this form or by any other means you acknowledge and agree that Legana Dental may:

- collect and use your personal information to provide health and related services to you.

Our staff may contact your available telephone numbers and email addresses. When our staff contact you and you are not available, they may leave a message which identify caller or sender and the purpose for which the communication is made.

Accessing your personal information

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

When transferring to another dental practice, we request that a 'Request for Records Form' must be completed and sent to us so we can release your records, this ensures that we have written consent from you to release your records.

Contacting us

Legana Dental reserves the right to make amendments to this Privacy Policy at any time. Our Privacy Policy is regularly updated. If you have objections to the Privacy Policy, you should please contact us on (03) 6709 8000.

We welcome your comments regarding this Privacy Policy. If you have any questions about this policy and would like further information, please contact us Monday-Friday 8am-5pm and every second Saturday 9am-2pm or email info@leganadental.com.au.