

## All Day All Night Dental Privacy Policy

All Day All Night Dental is serious about the privacy of your information. Our Privacy Policy and processes are guided by the privacy laws and regulations of Australia. We respect your comfort and convenience. Please read this privacy policy to learn how information about you is protected and how you can access it.

### Framework

Australia has a robust privacy related regulatory framework. Briefly you can expect healthcare providers to maintain the confidentiality and accuracy of your personal and health information, that they hold about you at all times and to get access to such information upon request.

Here at All Day and All Night Dental our Privacy Policy and Processes are to be understood in the context of the:

1. Commonwealth Privacy Act 1988
2. NSW Health Records and Information Privacy Act 2002
3. National Privacy Principles from the Office of Australian Information Commissioner
4. Dental Board of Australia's Code of Conduct for Registered Health Practitioners

This practice will review and update this privacy policy on a regular basis.

### What is your personal information?

The term personal information relates to any information that can be used to personally identify you. This may include but is not limited to your name, address, telephone number, email address and profession or occupation. If the information we, at All Day All Night Dental, collect personally identifies you or you are reasonably identified from it, the information will be considered personal information. Some of the personal information we collect may be considered sensitive information. Sensitive information we may collect includes state of health and dental history. Unless otherwise stated in this privacy policy all references to personal information includes sensitive information also.

### What personal information do we collect and hold?

We may collect and hold the following types of personal information:

- Name
- Postal or street address
- Email address
- Telephone number
- Age and date of birth
- Private health insurance information
- Medicare or other government funding bodies and third party funding information
- Information pertaining to Worker's Compensation or Motor Vehicle
- Detail of the treatment and services provided to you by dental practitioners at our dental centres or previously provided to you at other dental centres
- Information you provide to the dentist or our employees in communication with them relating the treatments and services provided
- Information you provide to us through our patient surveys
- Payment details
- Information provided to us as a result of credit checks you authorise us to carry out
- Any family contact information

We may also collect some information that is not personal information as it does not identify you. For example we may collect anonymous answers to surveys about how you use our services.

### How do we collect and hold your personal information?

Here at All Day and All Night Dental we generally collect your personal information directly from you unless it is unreasonable or unpractical to do so. When collecting personal information from you we may collect it in a number of ways, including:

- From documentation that you complete and submit
- Through your access and use of our website
- During conversations between you and our staff or dental practitioner
- When you complete any transaction or documentation at our surgeries

We may not always collect your personal information directly from you. Sometimes we collect your personal information from your personal acquaintances and friends such as “refer a friend”. Information collected through friends through such campaigns would be limited to your email address. We may also collect information from other health care providers who may have previously treated you, for example where you request us to obtain your dental records from a previous dental practitioner who previously provided you with treatment, or those who are treating you such as specialist dental practitioners, and from dental practitioners or laboratories where your treatment involves the manufacture of prosthetic devices.

Information that is collected from you will include questions about your medical and medication history. This information is reviewed at later appointments and new information is also collected as needed, usually through discussions with your dentist during treatment. We encourage you to share all the health information that we request particularly to minimise treatment risk, however what you tell us is up to you. However, once you permit us to treat you we are not responsible for any adversity that arises from omissions or inaccuracies in the information you supply.

### What happens if we cannot collect your personal information?

If you do not provide us with the personal information described, some of or all of the following may happen:

- We may not be able to provide the requested treatment or services to you to the same standard or at all
- We may not be able to provide you with information about the treatment or services you want
- We may not be able to tailor the content of your treatment to your individual needs

### For what purposes do we collect, hold, use and disclose your personal information?

At All Day, All Night Dental we collect, hold, use and disclose personal information about you so that we can perform your treatment to the best quality of patient care and customer service. We collect, hold, use and disclose your personal information for the following purposes:

- To provide treatment and services to you
- To send communications requested by you
- To assist with queries made by you in writing, electronically or by phone
- To answer enquiries, to provide information or advice on existing or new treatments and services

- To conduct business processing functions, including providing personal information to our dental practitioners
- For our administration staff
- To provide private health insurance and Medicare claims
- To provide your updated personal information to our dental practitioners
- To update our records and keep your contact details up to date
- To process and respond to any complaints made by you
- To comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulatory or in cooperation with any government authority
- For planning and evaluation of accreditation activities
- For credit verification purposes, transactions, fraud and credit work
- For billing purposes
- For debt collection
- For patient support
- To generally better understand customer preferences and how to meet your needs now and in the future
- To assess and potentially employ staff

### To whom may we disclose your information?

Personal and health information related to you, the patient, may be viewed by the dentist and an assistant, who work at All Day All Night Dental. We may disclose your health information to other health care professionals or may require it for them if in our judgement it is necessary for your treatment. In this event disclosure of personal details will be minimal wherever possible.

We shall disclose your information where it is required under Australian Law. In such cases we will always confirm that a request is authentic and properly named before releasing any information about you.

Your health information at this practice will only be disclosed for the purposes of providing you with health care or for the purposes which are directly related to looking after your dental care. We will not use your personal information for any other purposes at All Day All Night Dental.

### Access - How can you access and correct your personal information?

You may at any time request access to your records and information related to you. We generally do not charge any administration fee. If you need help at any time with your request you may contact us for assistance.

Where we hold information that you are entitled to access we will try to provide you with suitable means of accessing it. We will not charge you for simply making the request or for making any changes to your personal information.

You will be required to provide us with a "request to access" in writing in most cases. A letter or email addressed to us is an acceptable form of written request. Your request must:

- State your name, physical address and contact details
- Identify the kind of information you want
- Specify the form in which you wish to receive it
- If you do not intend to collect the information yourself name the persona you authorise to collect on your behalf

You may need to wait up to 28 days to receive the information requested. You can collect a copy of your health information yourself or through an authorised person. Proof of identity will generally be required upon collection, copies of which may be collected by us as proof of release. You should come prepared with passport and drivers licence or equivalent.

If you think any information is inaccurate or in need of amendment you must generally make a written request for us to correct it. Note: this does not apply to contact details like address and phone number which can be updated in person, over the phone or by email. Your request must state your name, physical address and contact details, identify the information concerned, describe the problem with it, and where applicable include the amended information.

### What is the process for complaining about a breach of privacy?

If you believe that your privacy has been breached please contact us using the contact information below and provide comprehensive details of the incident so we can investigate it immediately. We will treat your complaint confidentially. Our representative will contact you within a reasonable time of receipt of your complaint to discuss your concerns and outline options regarding how we may resolve this. We will aim to ensure your complaint is resolved in a timely and appropriate manner. We will also undertake best endeavours to prevent future breaches by making necessary changes to our processes. If you are unhappy with our response to your complaint you may contact the office of the Australian Information Commissioner who may investigate your complaint further. Further information about the application of the Act may be found at the website of the office of the Australian Information Commissioner at [www.privacy.gov.au](http://www.privacy.gov.au).

### About our Privacy Processes

Our active approach to privacy protection is inspired by our profession's Code of Conduct and the National Safety and Quality Health Services (NSQHS) standards developed by the Australian Commission of Safety and Quality in Healthcare. We regularly review our Privacy Policies and look for ways to improve them, your suggestions are welcome at all times.

### Do we disclose your personal information to anyone outside Australia?

We may disclose your personal information to third party services and content providers that we engage to help us provide and manage our services and payments. We take all reasonable steps to ensure your personal information is only used for the services and purposes we require. We will always ensure that these services and content providers comply with relevant Australian Privacy Laws and do not use the personal information we provide to them for any other the specific service we are providing to you.

### Security and how we hold your personal information.

We, at All Day All Night Dental, will take all reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. Personal information is destroyed or deidentified when no longer needed to perform our functions except where it is retained for longer periods to comply with legislative requirements for document retention.

We also maintain computer and network security by various means including using firewalls and other security measures such as user identifiers and passwords to control access to our computer systems at all times. As our website is linked to the internet and the internet is inherently insecure we cannot provide any assurance regarding the security of transmission of information when communicating to us online. We also cannot guarantee that the information you supply will not be intercepted when

transmitting via the internet. Accordingly any personal information or other information you transmit to us online is transmitted at your own risk.

### Quality

We take reasonable steps to keep all current personal information up to date, accurate and complete. We will confirm identity of personas before giving access to your personal information.

### Marketing

All Day All Night Dental marketing functions support the growth and development of the practices and to provide you with information relevant to the services of the practices. At All Day All Night Dental we may use this information but we will always gain your consent first.

We understand you may not wish to receive marketing material from the practice. If you prefer not to receive such information a request may be made to the privacy officer or any of the staff members at our practice.

### Complaints

We take your privacy seriously. If you feel that there has been any breach to your privacy you may complain directly to any of our staff.

### Enquiries

For further information on the Privacy Policy please contact any member of our staff to discuss.

### Contacting Us

If you have any questions about this Privacy Policy or any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy please contact us:

Mailing address:           The Privacy Officer  
                                  All Day All Night Dental  
                                  1143 Botany Road  
                                  Mascot NSW 2020

Email:                      [phillip@adandental.com.au](mailto:phillip@adandental.com.au)

This privacy policy is a guide only and is accurate as at 1<sup>st</sup> October 2014. Any further updated versions of this privacy policy will be posted on our website. If you have any trouble reading or understanding this information please let us know

All Day All Night Dental 1143 Botany Rd, Mascot NSW 2020  
259-263 George St Liverpool NSW 2170

Implementing NSQHS Standards at all times.