

Privacy Policy

Our Practice's Policy

You can contact Riverside Family Dental, ABN: 45577226051 on 03 6311 0520.

Riverside Family Dental is bound by the *Privacy Act 1988* (Cth) and the Australian Privacy Principles ('APPs') therein. Riverside Family Dental provides this Privacy Policy in accordance with Principle 1 of the APPs, and intends for the Policy to act as a guide for the Practice's staff and patients.

This Privacy Policy is effective as at May 2015. On occasion, this Privacy Policy may be reviewed and updated. Riverside Family Dental will notify you of any and all updates to this Privacy Policy by replacing all earlier displayed and/or published copies of the Policy with the updated version.

As such, please ensure that you check Riverside Family Dental's Privacy Policy for updates on a periodic basis. All personal information collected and held by Riverside Family Dental will be done so in accordance with the most recent displayed and/or published copy of the Privacy Policy.

The Kinds of Personal Information We Collect and Hold

The kinds of personal information that Riverside Family Dental collects from and in relation to you will be determined by the nature of your dealings with Riverside Family Dental. Such kinds of personal information may include, without limitation, your name, date of birth, contact details, and sensitive information (including information concerning your health).

Riverside Family Dental will not collect your personal information unless the information is reasonably necessary for one or more of Riverside Family Dental's functions or activities. Additionally, where the personal information comprises sensitive information, Riverside Family Dental will not collect such information unless you consent to its collection.

Why We Collect, Hold, Use and Disclose Personal Information

The sole purpose for which Riverside Family Dental collects your information is to facilitate the provision of dental treatment.

If you are not willing to provide Riverside Family Dental with all or part of your information that we require, Riverside Family Dental may be unable to provide you with our dental imaging services.

How We Collect and Hold Personal Information

Riverside Family Dental will collect your personal information only by lawful and fair means. Without limitation, Riverside Family Dental may collect your personal information via telephone communications, written communications, and your attendance at its premises, its website, or your participation in marketing campaigns or promotions conducted by Riverside Family Dental and/or its representatives.

Whenever it is reasonable and/or practicable to do so, Riverside Family Dental will collect your personal information directly from you. Riverside Family Dental will only collect your personal information from a third party or parties if it is unreasonable or impracticable to collect your personal information directly. Prior to collecting your personal information from a third party or parties, Riverside Family Dental will endeavour to seek your consent and/or notify you, or otherwise ensure that you are aware, of its intention to collect such personal information.

In the event that it is not reasonable and/or practicable for Riverside Family Dental to fulfil this endeavour, and Riverside Family Dental collects your personal information from a third party or parties without you being notified or made aware, it will take reasonable steps to notify you, or otherwise ensure that you are aware, of the fact that it has so collected and the circumstances of that collection.

Riverside Family Dental stores individuals' personal information in both electronic and paper form. Riverside Family Dental will take reasonable steps to protect all personal information held by [her/him/it] from misuse, interference, loss, unauthorised access, modification, and/or disclosure. If Riverside Family Dental is no longer required under the *Privacy Act 1988* (Cth) to retain your personal information, it will take reasonable steps to destroy the information or to ensure that the information is de-identified.

How We Use and Disclose Personal Information

Riverside Family Dental is committed to ensuring that they meet the minimum privacy standards for handling personal information, as required by law, in an open and transparent way.

When required or requested, Riverside Family Dental may disclose your information to relevant organisations as governed by law. Riverside Family Dental will only do so with your consent and/or in accordance with the disclosure provisions contained within the *Privacy Act 1988* (Cth).

Riverside Family Dental will not use or disclose your personal information for the purpose of direct marketing without your consent.

How to Access and Correct Your Personal Information

Please note that you have a right to gain access to the information that Riverside Family Dental has collected from or in relation to you. If you require access to this information, please contact us.

Riverside Family Dental will take reasonable steps to ensure that the personal information it collects, uses, and/or discloses, is accurate, up to date and complete. You have the right to request that Riverside Family Dental correct your personal information. If you require a correction, please contact us.

How to Make a Complaint

If you believe that Riverside Family Dental has breached the APPs, or a registered APP Code (if any) that binds the practice, please contact us.

Alternatively, you may make a complaint by contacting the Australian Information Commissioner on 1300 363 992.