



## **CENTRAL BRISBANE DENTAL PRIVACY POLICY**

### **1. Introduction**

- a. The Privacy Act 1988 was amended on 12 March 2014 to establish thirteen Australian Privacy Principles.
- b. Central Brisbane Dental has ensured that its actions are compliant with the Act.
- c. Definition – Act is Privacy Act 1988.

### **2. Principles**

- a. Collection of Data – Central Brisbane Dental collects and maintains information about its patients in the form of personal identification data and sensitive information about an individual's medical and dental condition in the form of a medical history form in order to provide safe and successful dental treatment for its patients. In managing this data, Central Brisbane Dental adheres to the Australian Privacy Principles. Patient details are retained for the following purposes for which consent is implied. Other purposes would require specific consent for this data to be used.
  - i. Primary purposes of collecting data are:
    1. Contacting the patient to confirm and reschedule appointments.
    2. Contacting the patient to remind them they are due for their recall appointment or have unfinished dental treatment that should be completed for the benefit of their dental health.
    3. Providing patient details to a third party such as a branch practice, radiology clinic, specialist practice, dental technician or laboratory to gain other expertise for the patient's dental treatment.
    4. Understanding of the patient's medical history including conditions and medications in order to provide safe and successful dental treatment for the patient.
    5. Understanding the patient's dental history in order to provide safe and successful dental treatment for the patient.
- b. Use and disclosure of data – Central Brisbane Dental will only use or disclose personal and sensitive information for the purpose it was collected unless the

#### **Central Brisbane Dental**

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patient has consented, other than those rare circumstances where it is necessary in the interests of public health and safety or law enforcement.

- c. Data quality – Central Brisbane Dental will take reasonable steps to ensure that the personal and sensitive information it collects, uses or discloses is accurate, complete and up-to-date. The main way this is done is by asking patients to check the medical history form they completed previously and amending it as appropriate yearly. Patients are also encouraged to let us know of any changes themselves at the beginning of each appointment,
- d. Data security – Central Brisbane Dental will take reasonable steps to protect the personal and sensitive information it holds from misuse and loss and from unauthorised access, modifications and disclosure.
- e. Openness – When personal and sensitive information is collected in the form of a medical history form it refers the patient to the Australian Dental Association Privacy Statement (below) which is made available to the patient on request. The medical history form and Australian Dental Association Privacy Statement will be made available to the general public via our website. This policy will also be made available to the patient and general public via our website.
- f. Access and correction – Any patient can have access to their personal and sensitive information held in Central Brisbane Dental’s records on request. If a patient wants to gain access to or correct any of the personal or sensitive information held by Central Brisbane Dental about them, or if further information on how their personal and sensitive information is handled, the Practice Manager should be contacted.
- g. Identifiers – Central Brisbane Dental will not use, adopt or disclose an identifier that has been assigned by any government “agency”.
- h. Anonymity – Central Brisbane Dental will give patients the option to interact anonymously whenever it is lawful and practical to do so.
- i. Trans-border data flows – Central Brisbane Dental will not transfer personal and sensitive information to a recipient in a foreign country unless this information will have appropriate protection.
- j. Sensitive information – Central Brisbane Dental will not collect sensitive information unless the patient has consented, it is required by law, or in other special specified circumstances, for example relating to health services provision and individual or public health and safety.
- k. Complaints – Any patient can complain about how their personal and sensitive information is handled by Central Brisbane Dental by lodging a written complaint addressed to the Practice Manager. The Practice Manager will investigate the complaint and provide a written response to the patient.

### 3. Policy

- a. Central Brisbane Dental must comply with the Act.

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## **Australian Dental Association Privacy Statement**

### **WE RESPECT YOUR PRIVACY**

In order to provide you with the highest standard of dental care, this practice is required to collect personal information from you. This information covers basic details such as your name, address and telephone number but it is also necessary for the dentist to obtain from you details regarding your general health and past medical or surgical events. Without this general health picture, the treating dentist is unable to plan your care properly.

Naturally, some of this information is of a personal nature and some of it might be regarded as 'sensitive' and not the sort of information that you would wish to be unnecessarily disclosed to others.

We value the need to safeguard this information and, in accordance with the principles laid down in privacy legislation and the guidelines issued by the Australian Dental Association, we would like to assure you that:

- This information will only be used by the treating dentist in order to deliver your care to the highest standards.
- It will not be disclosed to those not associated with your treatment without your consent except as provided under the legislation and where we consider you would have a reasonable expectation of us to provide such information.
- You may seek access to the information held about you and we will provide this access without undue delay. This access might be by inspection of your dental records at the time of appointment or by special access or copying of information at other times.
- There will be no charge made for requesting this information but there may be fees levied just to cover the costs associated with the processing of this request or the copying of information.
- We will take reasonable steps to ensure at all times that the details we keep about you are accurate, complete and up-to-date.
- We will take reasonable steps to protect this information from misuse or loss and from unauthorised access, modification or disclosure.
- Our staff are trained to respect these principles at all times.

**If you have any questions regarding the information we collect from you and hold in your dental records, please do not hesitate to ask us. We are acting in your interests at all times.**

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