

WE RESPECT YOUR PRIVACY

In order to provide you/your child with a high standard of healthcare, this practice is required to collect personal information from you/your child. This information covers basic details such as name, date of birth, address and contact details. For patients it is also necessary to obtain general health details, past medical or surgical events and past dental history as well as other information such as health insurance details and relevant sensitive health information in order for our team to plan and provide healthcare. We will collect your/your child's personal information, including sensitive health information directly from you and/or from other sources if you provide us with authority to seek this information from other sources such as a family member, carer or another healthcare professional.

We are required by guidelines issued by the Australian Dental Association under the Health Practitioner Regulation National Law Act 2009 to collect information from our patients and maintain dental records that contribute to the safety and continuity of their dental care. 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, the Queensland Dental Group and Queensland Dental Group for Kids would like to assure you that:

- This information will only be used by the oral health team however required to deliver your care and/or that of your child's care or communicate this information with other health professionals or providers.
- We will take reasonable steps to protect this information from misuse or loss and from unauthorised access, modification or disclosure.
- Information will not be disclosed to those not associated with your and/or your child's healthcare 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/or your child. This access might be by inspection of your and/or your child's dental records at a scheduled appointment time or via electronic transfer of information or documentation.
- There will be no charge made for requesting this information however a fee is payable to cover the costs associated with the processing of this request or the copying of information. For in person viewing of records an appointment time needs to be booked and a consultation fee is applicable.

If you provide to us your or your child's personal information, which may include sensitive health information, you consent to us collecting, holding, using and disclosing that personal information in accordance with this Privacy Policy. We may disclose your or your child's personal information to other healthcare practitioners who have been, are currently or may in future be involved in your or your child's care, health insurer or other relevant parties.

We also collect personal information about our suppliers, contractors and service providers in order for us to operate our business as well as information from job applicants. If you are a contractor, service provider or supplier we may collect information such as your name, contact details and other information we require to do business with you and we may disclose your personal information where this is a requirement to give effect to an element of our business relationship. If you are a job applicant we may additionally collect information such as professional qualifications, registrations, employment history etc. and may conduct searches of publically available information and/or conduct background checks. We may disclose your personal information as required for reference and background checks.

If you wish to know what personal information we hold about you/your child or to request a correction to the information that we hold about you/your child or if you are concerned about the handling of your personal information, please contact us in writing by email to reception@qdg4kids.com.au or reception@qdg.com.au.

In order for us to respond to your request, you will need to provide us with your full name, address and a description of the information and details of how you would like the information updated or what you wish to access or the specific nature of your request.

If you have any questions regarding the information that we collect from you and/or that of your child and hold for you and/or your child, please do not hesitate to contact us. We are acting in your and/or your child's interests at all times.