

Privacy Policy

1. About our Privacy Policy

You can contact Healy Orthodontics Pty Ltd (ABN 50 303 880 675) on (03) 6228 7644.

Healy Orthodontics Pty Ltd ('Healy Orthodontics') is bound by the *Privacy Act 1988* (Cth) and the Australian Privacy Principles ('APPs') therein. Healy Orthodontics 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 27 November 2014. On occasion, this Privacy Policy may be reviewed and updated. Healy Orthodontics 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 Healy Orthodontics' Privacy Policy for updates on a periodic basis. All personal information collected and held by Healy Orthodontics will be done so in accordance with the most recent displayed and/or published copy of the Privacy Policy.

2. The kinds of personal information we collect and hold

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

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

3. Why we collect, hold, use and disclose personal information

The sole purpose for which Healy Orthodontics collects your information is to facilitate the provision of orthodontic treatment and services.

If you are not willing to provide Healy Orthodontics with all or part of your information that we require, Healy Orthodontics may be unable to provide you with orthodontic treatment or services.

4. How we collect and hold personal information

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

Whenever it is reasonable and/or practicable to do so, Healy Orthodontics will collect your personal information directly from you. Healy Orthodontics 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, Healy Orthodontics 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 Healy Orthodontics to fulfil this endeavour, and Healy Orthodontics 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.

Healy Orthodontics stores individuals' personal information in both electronic and paper form. Healy Orthodontics will take reasonable steps to protect all personal information held by it from misuse, interference, loss, unauthorised access, modification, and/or disclosure. If Healy Orthodontics 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.

5. How we use and disclose personal information

Healy Orthodontics 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, Healy Orthodontics may disclose your information to others, usually individuals or entities who are involved in providing you with dental treatment or imaging services. Healy Orthodontics will only do so with your consent and/or in accordance with the disclosure provisions contained within the *Privacy Act 1988* (Cth).

Healy Orthodontics will not use or disclose your personal information for the purpose of direct marketing without your consent.

6. How to access and correct your personal information

Please note that you have a right to gain access to the information that Healy Orthodontics has collected from or in relation to you. If you require access to this information, please contact the practice on (03) 6228 7644.

Healy Orthodontics 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 Healy Orthodontics correct your personal information. If you require a correction, please contact the practice on (03) 6228 7644.

7. How to make a complaint

If you believe that Healy Orthodontics has breached the APPs, or a registered APP Code (if any) that binds the practice, please contact the practice on (03) 6228 7644.

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

8. Disclosure of personal information to overseas recipients

Healy Orthodontics does not disclose personal information to overseas recipients, except where it makes express disclosure to this effect.