**AT VSDS WE RESPECT YOUR PRIVACY**

**PRIVACY POLICY**

We are committed to protect the privacy of patient information and to handle your personal information in a responsible manner in accordance with the Privacy Act 1988 (Cth), the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Australian Privacy Principles and relevant State and Territory privacy legislation (referred to as privacy legislation).

This Privacy Policy explains how we collect, use and disclose your personal information, how you may access that information and how you may seek the correction of any information. It also explains how you may make a complaint about a breach of privacy legislation.

From time to time we may make changes to our policy, processes and systems in relation to how we handle your personal information. We will update this Privacy Policy to reflect any changes.

**COLLECTION, USE & DISCLOSURE OF INFORMATION**

We collect information that is necessary and relevant to provide you with dental care and treatment only This information may include your name, address, date of birth, gender, health information, family history, credit card and direct debit details and contact details. This information may be stored on our computer medical records system and/or in hand written medical records.

Wherever practicable we will only collect information from you personally. However, we may also need to collect information from other sources such as treating specialists, radiologists, pathologists, hospitals and other health care providers. We collect information in various ways, such as over the phone or in writing. This information may be collected by medical and non-medical staff.

In emergency situations we may also need to collect information from your relatives or friends. We may be required by law to retain medical records for certain periods of time depending on your age at the time we provide services.

We will treat your personal information as strictly private and confidential. We will only use or disclose it for purposes directly related to your care and treatment, or in ways that you would reasonably expect that we may use it for your ongoing care and treatment. For example, requests for x-rays by your specialist.

There are circumstances where we may be permitted or required by law to disclose your personal information to third parties. For example, to Medicare, Police, insurers, solicitors, government regulatory bodies, tribunals, courts of law, hospitals, or debt collection agents. We may also from time to time provide statistical data to third parties for research purposes.

We may disclose information about you to outside contractors to carry out activities on our behalf, such as an IT service provider, solicitor or debt collection agent. We impose security and confidentiality requirements on how they handle your personal information as these agencies are also bound by the privacy act. Outside contractors are required not to use information about you for any purpose except for those activities we have asked them to perform.

**WEBSITE SECURITY & COOKIES**

Our hosting provider Net registry and Google Analytics makes a record of your visit to our practice website and logs the following information for our reference:

* Your server addresses
* Your domain or top-level domain name (for example practice.com, .gov, .au, etc.)
* The date, time and duration of your visit to the site
* The pages you accessed and documents downloaded
* The previous site you visited
* The type of browser you are using
* Your ISP may collect more or less information for you

This non-identified information is used to monitor usage patterns on our site in order to improve navigation and design features – helping you to get information more easily.

Our website contains links to other websites.  We are not responsible for other websites’ privacy practices, and care should be taken when providing personal information on any website.

A cookie is a small file placed in your web browser that collects information about your web browsing behaviour. Use of cookies allows a website to tailor its configuration to your needs and preferences. Cookies do not access information stored on your computer or any personal information (e.g. name, address, email address or telephone number). Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of a website.

Our website uses cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google Ad-words. These ads may appear on this website or other websites you visit.

**DATA QUALITY & SECURITY**

We take steps to ensure that the health information we collect is accurate, up to date and complete.  These steps include maintaining and updating personal information and health information when you attend the consultation or you advise us that your personal information has changed.

We keep both hard-copy and electronic records and take reasonable steps to protect records against loss, unauthorized access, use, modification or disclosure, or other misuse. We protect them by ensuring hard-copy records are kept in locked files and there are security processes in place regarding computer access. We ensure electronic data is backed-up daily.

You can request access to your health or personal information we hold, or request that we change that information.

**ACCESS & CORRECTION**

Requests for access or correction must be in writing and directed to the practice Officer mentioned in this policy (See CONTACT below).

You can access or make changes to your health or personal information unless we consider that there is a legitimate reason under the Privacy Act, or other relevant law to withhold the information, or not make the changes.

The company/practice will contact you within 14 days of your request and the practice may charge for access to or copies of health records.

After a period of 7 years (and if you attended the practice as a child, you have reached the age of 25) we may destroy your records in accordance with applicable laws.

**OVERSEAS TRANSFER OF INFORMATION**

We will not transfer your personal information to an overseas recipient unless we have your consent or we are required to do so by law.

**COMPLAINTS**

If you suspect there has been or may have been a breach of your privacy, you can complain directly to the practice Privacy Officer.  (See Contact Us below).

We take complaints very seriously.

You can lodge a complaint in a number of ways: by phone, email, in writing or in person.

Any appropriate corrective action required to manage this breach and any preventive actions required in order to prevent breach in future will be discussed and decided.

You will be sent a letter explaining the review process and the consequences of the review.

In the event of a privacy breach, we will comply with applicable guidelines issued by the Office of the Australian Information Commissioner.

<https://www.oaic.gov.au/agencies-and-organisations/guides/data-breach-notification-a-guide-to-handling-personal-information-security-breaches>

For more information about Privacy laws, or to raise concerns about any matter not satisfactorily resolved within the practice you can contact the Office of the Australian Information Commissioner ([www.oaic.gov.au](http://www.oaic.gov.au/) or ph. 1300 363 992).

**CONTACT US**

Please address any enquiries, complaints and requests to:

**VSDS**

**P.O.Box 4002,**

**Dandenong South,**

**Vic 3164**

**Email:victorianschooldentalservices@gmail.com**

**Manish**

**Privacy officer**