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Charter of Patient Rights

Privacy Policy

Holland Park Family Dental Practice (ABN: 58 858 329 571) collects, holds, uses and discloses personal information in accordance with this privacy policy. If you provide your personal information (including any sensitive health information) to us, you consent to us collecting, holding, using and disclosing that personal information in accordance with this privacy policy. If you do not provide us with the personal information we request from you, we may not be able to provide you with the dental services you require or to do business with you.

Why do we collect personal information?

We collect personal information from our patients in order to provide dental services. 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 your dental care.

What personal information do we collect?

We will collect personal information including your name, date of birth, contact details, health insurance details and relevant sensitive health information in order for us to provide you with dental care.

How do we collect personal information?

We will collect your personal information, including sensitive health information directly from you unless you provide us with authority to seek this information from other sources such as a family member or carer or from another healthcare professional.



Who do we disclose personal information to?

If you are a patient, we may disclose your personal information to other healthcare practitioners involved in your care (e.g. Dental specialists) or your health insurer. We will not otherwise disclose your personal information (whether you are a patient or otherwise) to third parties unless we are permitted or required to do so by law.

How can you access or seek correction of the personal information we hold about you?

If you wish to know what personal information we hold about you or request a correction to the information that we hold about you, please inform us in person, or via phone or email. 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of the information you wish to access and/or specific the manner in which the information we hold is inaccurate, out of date, irrelevant, incomplete or misleading and how it should be amended.

Accessing your dental record

We are pleased to provide you with access to your dental record. Generally, you will only be denied access to your dental record in exceptional circumstances as prescribed by the Privacy Act or other applicable laws.

How will we deal with any complaints in relation to how we handle your personal information?

Please contact us (in person, via email or phone) if you are not happy with how we have handled your personal information and you are concerned that we have breached an obligation under the Australian Privacy Principles or this privacy policy. We will consider your complaint and determine whether it requires further investigation. We will notify you of the outcome of this determination and/or any subsequent internal investigation. If you are not satisfied with our response, you may wish to contact the Office of the Australian Information Commissioner via www.oaic.gov.au

How do we store and maintain your dental records?

We take reasonable steps to ensure the information we collect about you is accurate, complete and up-to-date. We rely heavily upon you to advise us of any significant changes in your general



health or well-being that are relevant to your dental care. Please review your dental record from time to time in conjunction with your Dentist and advise us of anything that has become inaccurate or requires correction.

We take reasonable steps through physical security measures and computer security practices to protect your dental record from misuse and loss and from unauthorised access, modification or disclosure.

How do we use and disclose your dental records?

We only use the information in your dental record for the primary purpose of meeting your dental care requirements. Generally we do not disclose any health or personal information contained in your dental record to any person except with your consent, or in accordance with generally accepted health industry practice, or in exceptional cases where we have a legal obligation to disclose that information. One general exception to this is if you are under 18 years of age, in which case, we assume that we are entitled to discuss information in your dental record with your parent or legal guardian. Another exception is where we disclose information to another dental practitioner, specialist, or other health care provider in accordance with general health industry practice.

We do not adopt, use or disclose as part of your dental record any Commonwealth government reference numbers or identifiers. We do not transfer any health or personal information about you overseas.

Holland Park Family Dental Contact details

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