

Privacy Policy — Northshore Dental & Oral Health Pty. Ltd.

Effective Date: [07/08/2025]

1. Our Commitment to Your Privacy

At Northshore Dental & Oral Health, we are committed to safeguarding your privacy and protecting your personal and health information. We manage all patient data in accordance with the **Australian Privacy Principles (APPs)** under the **Privacy Act 1988 (Cth)**. [Pretty APIOAIC](#)

2. What Information We Collect

We collect and handle **health information**, which is considered *sensitive information* under the Privacy Act. This includes but is not limited to:

- Personal identifiers (e.g., name, address, DOB, contact details)
 - Health/dental history, treatment details, diagnostic information, billing and Medicare data [OAIC](#)
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3. How We Collect Your Information

We collect information directly from you during appointments, via intake forms, and when liaising with other healthcare providers or specialists (with your consent).

4. Purpose of Collection, Use, Disclosure

Your information is collected to:

- Provide dental treatments and maintain continuity of care
 - Schedule appointments, billing, compliance, and accreditation
 - Refer to or consult with other dental or healthcare professionals, including labs
 - Meet legal or regulatory requirements
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5. How We Store and Secure Your Information

We implement reasonable steps to secure your information from misuse, loss, and unauthorised access, both electronically and physically, including secure storage, password-

protected systems, restricted access, and regular back-ups.[Australian Dental Association+2](#)[Australian Dental Association+2](#)

6. Access, Correction & Complaints

You have the right to:

- Access your personal and health information
- Request corrections to inaccurate or incomplete data
- Make a privacy complaint regarding how your information is handled

Please contact our Privacy Officer at **[provide contact info]** to assist with any of the above.

In the event of a complaint, we will handle it seriously and promptly, and if necessary, refer to the OAIC.[OAIC](#)[Pretty API](#)

7. Overseas Disclosure

If your information is disclosed overseas (e.g., for expert consultations), we will inform you of the intended recipients and countries involved, unless you're informed otherwise.[OAIC](#)

8. Data Breach Response Plan

We have enacted a data breach response plan to address any potential breaches, in line with the **Notifiable Data Breaches (NDB)** scheme. If a breach occurs that's likely to cause serious harm, we will notify affected individuals and the OAIC.[Pretty API](#)

9. Retention and Secure Destruction of Records

We retain dental records per legal requirements, ensuring they remain secure throughout. When no longer needed, records are securely destroyed or de-identified.[Australian Dental Association+1](#)[RACGP](#)

10. Updates to This Privacy Policy

We reserve the right to update this policy as needed. The current version will always be available on our website and within the practice for your access.