



Chromex Dentures — Privacy Policy

Effective date: [01/07/2026]

Who we are and how to contact us

- Name: Chromex Denture Clinic
- ABN/ACN: 44766806659
- Address: 1/32 Buckingham Drive, Wangara, 6065, WA
- Phone: 08 9309 3322
- Email: admin@chromexdental.com
- Website: www.chromexdentures.com.au

The kinds of personal information we collect and store

Depending on your interactions with us, we may collect:

- Identity and contact details: name, date of birth, address, email, phone.
- Health information: dental history, medical history, treatment notes, referrals, images (e.g., oral scans, photos, X-rays), prescriptions, allergies.
- Billing and payment details: Medicare/DVA/private health fund numbers, claim details, invoices, limited payment information (note if you use a third-party payment processor).
- Appointment and communication records: bookings, reminders, emails, messages, call notes.
- Employment details (for job applicants): CV, references, qualifications, background checks where applicable.

Sensitive information (such as health information) is handled with additional protections.

How we collect personal information and where it is stored

- Directly from you: in person at our clinic, by phone, email, website forms, or patient intake forms.
- From third parties (with consent or as permitted by law): your dentist, dental specialist, GP, allied health providers, insurers/health funds, Medicare/DVA, laboratories, and referees (for applicants).
- Automatically: via our website and practice systems (e.g., appointment platform, analytics).

Storage locations and security:

- Electronic records: stored in [practice management system name] and secure cloud storage hosted in [Australia/other countries—see Section 10].
- Paper records: stored securely on site with restricted access.
- Security controls include access controls, encryption where appropriate, staff training, and retention/destruction in line with Section 8.

Why we collect personal information (purposes)

We collect and use your information to:

- Provide denture and related dental services, including treatment planning, fabrication, and aftercare.
- Communicate with you about appointments, treatment options, recalls, and follow-ups.
- Manage billing, claims, payments, and health fund/Medicare/DVA processing.
- Coordinate care with your other health providers where needed.
- Operate, maintain, and improve our clinical and business operations, including staff training and quality assurance.

- Meet legal, regulatory, and professional obligations (e.g., clinical record-keeping).
- With your consent, send service updates or marketing communications (you can opt out at any time).

How we use and disclose personal information

We may disclose information to:

- Your nominated health providers (e.g., dentist, GP, specialists) to coordinate care.
- Dental laboratories and suppliers involved in fabricating or repairing your dentures.
- Insurers/health funds, Medicare/DVA, and payment processors for claims and payments.
- IT, practice management, and administrative service providers who support our operations.
- Regulators, law enforcement, or courts where required or authorised by law.
- With your consent, to family members or carers involved in your care.

We require third-party service providers to protect your information and only use it for the services they provide to us.

Marketing

We may use your contact details to send you service notices or marketing about our services. You can opt out by using the unsubscribe link, telling us in clinic, or contacting us at the details above.

Accessing and correcting your personal information

- Access: You can request access to your personal information. We will respond within a reasonable time. We may need to verify your identity and may charge a reasonable fee for providing copies.
- Correction: If you believe your information is inaccurate, incomplete, or outdated, contact us to request a correction. If we cannot correct it as requested, we will explain why and note your request on the record.

Submit requests to the Privacy Officer using the contact details in Section 1.

How long we keep information (retention) and disposal

- We keep health records for the period required by law and professional standards (for adults, generally at least 7 years from the last entry; for children, at least until they turn 25, or longer where required).
- After the retention period, we securely destroy or de-identify records.
- If we digitise documents (e.g., scan paper records), we store the digital copy securely and dispose of the paper copy when appropriate.

Complaints and how we handle them

If you have a privacy concern or think your information has been mishandled:

- 1) Contact our Privacy Officer (Section 1).
- 2) We will acknowledge your complaint and aim to respond within 30 days.
- 3) If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC): oaic.gov.au, 1300 363 992.

Overseas disclosure

Some service providers or data storage systems may be located outside Australia. Where practical, we will tell you which countries your information may be disclosed to: [New Zealand, United States, EU member states, Hong Kong]. We take reasonable steps to ensure overseas recipients protect your information in line with Australian privacy requirements. If your information is sent overseas, we may be legally responsible if something goes wrong.

Website, cookies, and analytics

- Our website may use cookies and similar technologies for functionality and analytics.
- You can control cookies via your browser settings, but some features may not work if you disable them.
- Analytics services collect aggregated data to help us improve our site and services.

Children and young people

We collect information about children with consent from a parent, guardian, or as permitted by law. Records are retained in line with Section 8.

Changes to this policy

We may update this policy from time to time. The latest version will be available at www.chromexdentures.com.au. Significant changes will be notified via our website or direct contact when appropriate.

