

The Denture Guy Privacy Policy

1. Your privacy is important to us

The Denture Guy (TDG) deals with information privacy in accordance with the Privacy Act 1988 (Privacy Act) as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) and the Australian Privacy Principles set out in the Privacy Amendment Act.

It also complies with the Spam Act 2003 which imposes restrictions on sending emails.

TDG reserves the right to modify this Privacy Policy at any time. If changed, the changes will be posted on the TDG's website so that you are always aware of the sort of information collected, how the information may be used, and under what circumstances it may be disclosed by TDG.

If at any time TDG is required by law to release information about you, TDG must cooperate fully.

2. What sort of information does TDG collect?

TDG collects personal information about you ('the Information') in the following ways:

- When you apply to become a patient, request certain services or otherwise contact or do business with TDG;
- When you apply for a role as an employee or contractor at TDG.

3. What happens if you do not provide the information?

If you do not provide the information required, you may not be able to become a patient or you may not be able to receive the information or service you requested.

4. How is your information used by TDG?

TDG collects the Information to provide you with a specific service. For example, we may use the Information you provide us to:

- Process and update your details and profile information or fulfil a request for information;
- For promotional and marketing purposes, including sending you information on relevant TDG services, benefits and events (with patient consent);
- Communicate with you on any issues relevant to your health/service provided or transactions with TDG.

If at any time you receive material that you do not wish to receive, see "*Correcting and updating your*" below.

5. Who does TDG disclose personal information to?

TDG will not sell, rent, trade or otherwise supply for consideration to third parties any personal information obtained from you or your organisation without your consent.

- TDG will provide only such information, as is required, to third parties to enable a particular service to be fulfilled.

6. How will TDG keep your personal information secure?

TDG has security measures designed to protect against the loss, misuse and/or alteration of the Information under its control. These security measures include:

- Clauses in employee agreements requiring confidentiality and training on the importance of the Privacy Act;
- Appropriate security access to TDG premises, directors office and filing cabinet;
- The use of passwords for access to database information and the use of security levels within the database to ensure that staff only access the information required to perform their duties;
- Shredding for the disposal of written information.

Where appropriate, we use secure transmission facilities. However, no transmission of information over the Internet can be guaranteed to be completely secure and we do not warrant the security of any information transmitted by or to us over the internet.

7. Correcting and updating your profile

TDG gives you the following options for accessing and modifying Information previously provided:

- You may gain access to Information that TDG has collected about you – please refer to contact details below. We will not charge you for responding to such a request.
- You can change or update personal information via letter, telephone, fax or email. These changes will be effected as soon as reasonably possible.
- Patient's may be prompted or asked at follow-up appointments if information is still current.

8. Contacting TDG

If you have any questions or complaints about this Privacy Policy, you should contact:

The Denture Guy, 69 Kite Street, Orange, NSW, 2800. Ph: 02 6362 9161. Email: info@thedentureguy.com.au

9. Privacy concerns

If you would like any further information about our handling of personal information or to make a complaint about something you believe breaches the Australian Privacy Principles, please lodge a written complaint addressed to our Director, using the contact details above. Once we receive your complaint, we will respond to your complaint within a reasonable period of time, usually 30 days.

If you are unsatisfied with the handling of your complaint, you may contact us further to advise of your concerns and, if we are unable to reach a satisfactory resolution, you may wish to take your complaint to the Office of the Australian Information Commissioner (OAIC) for a review of your complaint.