Gawler Place Dental

November 2026

Gawler Place Privacy Policy

1. Introduction

At Gawler Place Dental, we understand that your privacy is important. We are committed to protecting your personal information and ensuring your dental and health records are handled with care, respect and confidentiality.

As part of providing quality dental care, we need to collect and maintain certain personal and health information about our patients. We manage this information in accordance with the *Privacy Act 1988 (Cth)*, the Australian Privacy Principles and other applicable legal and professional requirements.

This Privacy Policy explains what information we collect, why we collect it, how it is used and stored, when it may be shared, and how you can access or request corrections to your information.

2. What Information Do We Collect?

The information we collect will depend on your relationship with our practice and the dental services you receive.

This may include:

Personal information

- Full name, date of birth and contact details, including address, telephone number and email address.
- Emergency contact details.
- Health fund and Medicare details, where relevant.
- Billing, payment and account information.
- Details of your nominated representative, guardian or carer, where applicable.

Health and dental information

- Medical and medication history.
- Existing medical conditions, allergies and adverse drug reactions.
- Dental history, examination findings and treatment records.
- Dental X-rays, photographs, scans and other diagnostic images.
- Treatment plans, consent forms and clinical notes.
- Referrals, specialist reports and correspondence with other healthcare providers.
- Information relevant to your ongoing dental care and treatment.

We only collect information that is reasonably necessary for providing dental care and managing our practice.

3. How Do We Collect Your Information?

We generally collect personal and health information directly from you.

This may occur when you:

- Complete a new patient registration or medical history form.
- Attend an appointment or receive dental treatment.
- Contact us by telephone, email or through our website.
- Submit an enquiry through our website contact form.
- Make an appointment through Healthengine, our online booking platform.
- Provide information during a consultation with your dentist or another team member.
- Make a payment or provide health fund details.
- Request that we obtain your previous dental records or X-rays.

Information may also be collected from other sources where necessary, including:

- Your previous dentist or healthcare provider.
- Medical specialists, general practitioners or other treating professionals.
- Dental laboratories, radiology providers or other healthcare services involved in your treatment.
- A parent, guardian, carer or authorised representative, where appropriate.

Where information is collected from another source, we will take reasonable steps to ensure you are aware of the collection, as required by applicable privacy requirements.

4. Why Do We Collect and Use Your Information?

Your personal and health information is collected and used for purposes associated with your dental care and the operation of our practice.

These purposes may include:

- Providing dental examinations, diagnosis and treatment.
- Assessing your medical and dental history to ensure treatment is appropriate and safe.
- Developing and maintaining your treatment plan.
- Communicating with you about appointments, treatment recommendations and follow-up care.
- Sending appointment reminders and routine dental recall notifications.
- Preparing accounts, processing payments and claiming eligible benefits through Medicare or private health funds.
- Communicating with other healthcare professionals involved in your care.
- Managing patient enquiries, feedback and complaints.
- Maintaining accurate clinical records.
- Meeting our legal, regulatory and professional obligations.
- Supporting quality assurance, accreditation and continuous improvement activities.

We will not use your personal information for unrelated purposes unless you have consented or the use is otherwise permitted or required by law.

5. When Might We Share Your Information?

We respect the confidentiality of your personal and health information.

In some circumstances, sharing information is necessary to provide appropriate and coordinated dental care.

We may disclose relevant information to:

- Other dentists, medical practitioners, specialists or healthcare professionals involved in your treatment.
- Dental laboratories and radiology providers where required for your care.
- Your health fund or Medicare, where necessary to process claims or payments.
- A parent, guardian, carer or authorised representative, where appropriate and legally permitted.
- Professional advisers, insurers or regulatory bodies where required for legal, professional or insurance purposes.
- External service providers who assist us with practice operations, including information technology, dental software, website hosting, email and online appointment bookings.

Where information is shared, we aim to disclose only the information reasonably necessary for the relevant purpose.

We will not disclose your personal or health information to another person without your consent unless the disclosure is otherwise authorised or required by law.