



Privacy Policy – Lattouf Dental (Australia)

Effective Date: 12 May 2025

At Lattouf Dental, your privacy is our priority. We are committed to protecting personal and health information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and relevant health privacy laws. We also comply with the standards and codes of conduct outlined by the Australian Health Practitioner Regulation Agency (AHPRA) and the Dental Board of Australia.

1. Collection of Personal and Health Information

We collect only the information necessary to provide safe and appropriate dental care, which may include:

- Full name, address, date of birth, and contact details
- Medical and dental history, including current medications and allergies
- Clinical notes, treatment records, photographs, and radiographs (X-rays)
- Medicare and private health insurance details
- Emergency contact information
- Payment and billing details (where required)

Where relevant and with your consent, we may also collect information from other healthcare providers (e.g. general practitioners or specialists).

2. How We Collect Your Information

We collect personal information:

- Directly from you through forms, phone calls, email, or in-person communication
- From your legal guardian or authorised representative (if applicable)
- From other treating healthcare providers, with your consent
- Via health fund systems, Medicare, or government agencies involved in your care

We take reasonable steps to ensure that the information we collect is accurate, complete, and up to date.

3. Purpose of Collecting and Using Your Information

Your information is used for purposes directly related to your dental care and our regulatory obligations, including to:

- Provide you with quality dental treatment
- Communicate with you regarding your care and appointments
- Liaise with other treating health professionals (with your consent)
- Process claims with Medicare and/or private health funds.
- Manage our internal clinical, administrative, and quality assurance processes
- Fulfil legal obligations to regulators such as AHPRA and the Dental Board of Australia

We may use de-identified data for internal training, auditing, or quality improvement.

4. SMS and Electronic Communication

We may use your contact details, including mobile number and email address, to send you:

- Appointment reminders and confirmations
- Follow-up instructions and health-related communications
- Preventive care notices, such as recall or check-up reminders
- Important service updates (e.g. changes in business hours)

All SMS and email communications are sent securely and are limited to healthcare-related purposes.

You may opt out at any time by contacting our reception team. However, this may limit our ability to send you reminders.

5. Disclosure of Personal Information

We do not disclose your personal information without your consent unless permitted or required by law. Information may be disclosed to:

- Other treating health professionals, when clinically necessary (with your consent)
- Medicare, private health insurers or your insurance company
- Dental laboratories or specialist referral services (with consent)
- IT service providers or dental software vendors under strict confidentiality agreements
- Regulatory bodies (such as AHPRA or the Dental Board of Australia), where legally required
- Government authorities in accordance with public health or legal obligations

We will never sell or share your information for marketing without your explicit written consent.

6. Data Storage and Security

Your information is stored in a secure, encrypted dental practice management system. We employ the following safeguards:

- Role-based access control (only authorised staff access records)
- Staff confidentiality agreements and regular training on data protection
- Secure IT infrastructure, including password protection and antivirus software
- Regular data backups and offsite storage in compliance with industry standards

In the event of a data breach, we will follow our **Data Breach Response Plan** and inform you promptly, as required by law.

7. Accessing and Correcting Your Information

You have the right to request access to, or correction of, the personal information we hold about you.

- Requests can be made in writing or verbally
- We may require identification to protect your privacy
- We aim to respond within **30 days** of your request

There is no fee to request access or correction.

8. Contact Us

Lattouf Dental

1/11 Cahors Road, Padstow NSW 2211

Phone: (02) 8764 0241

Email: lattoufdental@hotmail.com

Please address any privacy-related enquiries to our Practice Manager