



## Privacy Policy 2026

### 1. Commitment to Privacy

We comply with the Health Records Act 2001 (Vic), Victorian Health Privacy Principles, and Privacy Act 1988 (Cth), Privacy and Data Protection Act 2014.

### 2. Dental4Windows Practice Management System

We use Dental4Windows to manage patient records, clinical notes, radiographs, billing, appointments, and treatment planning. Access is restricted to authorised staff only using secure login credentials.

### 3. SMS and Email Reminders

We use Dental4Windows integrated messaging systems and third-party providers to send appointment reminders, recalls, and clinical follow-ups. Patients may opt out at any time.

### 4. Patient Photographs and Clinical Images

Clinical images, radiographs, and photographs are stored within Dental4Windows for diagnosis, treatment planning, and record keeping. We do not use your data for marketing or educational purposes. Should we do so, we will obtain separate written consent.

### 5. Online Bookings

Online bookings may be processed through systems integrated with Dental4Windows. Information collected includes contact details, appointment preferences, and limited health information required for scheduling.

### 6. Data Security

Data is protected using role-based access, secure authentication, backups, and encryption where applicable.

### 7. Disclosure

Information may be shared with specialists, laboratories, insurers, and healthcare providers involved in your care.

### 8. Access and Correction

Patients may request access to or correction of their records stored in Dental4Windows in accordance with Victorian legislation.

### 9. Cloud and Hosting

Where cloud services are used, we take reasonable steps to ensure compliance with Australian privacy requirements.