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# PRIVACY POLICY

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Viva Dentistry respects your privacy and is committed to handling your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

## 1. Information We Collect

- Personal details (name, date of birth, address, phone, email)
- Health information necessary for dental care
- Payment and billing information
- Website usage data (via cookies/analytics, where applicable)

## 2. How We Use Your Information

- To provide dental care and related services
- To manage appointments, reminders, and follow-ups
- To process payments and health insurance claims
- To communicate about your treatment or clinic updates
- To comply with legal and regulatory requirements

## 3. Storage & Security

- Patient records are securely stored electronically and/or in paper form.
- We take reasonable steps to protect against misuse, loss, or unauthorised access.

## 4. Sharing of Information

- We may share information with:
  - Other healthcare providers (with your consent)
  - Health insurers, Medicare, or government agencies (where legally required)
- We will not sell or disclose your personal information for marketing without your consent.



## 5. Access & Corrections

- You may request access to your personal information or ask for corrections by contacting us.

## 6. Complaints

- If you believe your privacy has been breached, contact us in writing. If unresolved, you may refer the matter to the **Office of the Australian Information Commissioner (OAIC)**.

For any questions, during business hours please contact:

 [contact@viva-dentistry.com.au](mailto:contact@viva-dentistry.com.au) |  [\(02\) 9586 0877](tel:(02)95860877) |  [\(+61\) 422 190 502](tel:+61422190502)