

# PRIVACY POLICY – FOR PATIENTS

## St Peters Dental Clinic Privacy Policy – for Patients

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### APPENDIX 2

#### IT and Personal Privacy

We endeavour to ensure your personal information is protected at all times and manage our IT systems with appropriate processes and systems to ensure data is not lost. If we store data offsite (eg in Cloud facilities) we only use facilities that comply with the Australian Privacy Principles. We will not transfer personal information to anyone in a foreign country for any other reason without prior written consent.

Please make sure you advise staff if you do not wish your records to be recorded, stored or transferred electronically.

#### Email

Your email address is recorded if you send us a message, or you provide us with your email address. We will not share it or use it for any other purposes other than for which you have provided it. We will seek your consent if we would like to send you any information about the practice and you may opt out of receiving information from us.

We are sometimes required to send clinical information about patients via email, fax or secure messaging (for example, if you are referred to a medical or dental specialist for part of your treatment).

#### Website

Website Usage Data is collected by our Internet Service Provider when you access our website.

Usage Data may include information such as your device's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our website that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When you access the website by or through a mobile device, we may collect certain information automatically, including, but not limited to, the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers and other diagnostic data.

We may also collect information that your browser sends whenever you visit our website or when you access the website by or through a mobile device.

We use Cookies and similar tracking technologies to track the activity on our website and store certain information. Tracking technologies used are beacons, tags, and scripts to collect and track information and to improve and analyse our service. The technologies we use may include:

**Cookies or Browser Cookies.** A cookie is a small file placed on your device. You can instruct your browser to refuse all Cookies or to indicate when a Cookie is being sent. However, if you do not accept Cookies, you may not be able to use some parts of our website. Unless you have adjusted your browser setting so that it will refuse Cookies, our website may use Cookies.

**Web Beacons.** Certain sections of our website and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit us, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of a certain section and verifying system and server integrity).

Cookies can be "Persistent" or "Session" Cookies. Persistent Cookies remain on your personal computer or mobile device when you go offline, while Session Cookies are deleted as soon as you close your web browser.

We use both Session and Persistent Cookies for the purposes set out below:

#### **Necessary / Essential Cookies**

Purpose: These Session Cookies are essential to provide you with services available through the website and to enable you to use some of its features. They help to authenticate users and prevent fraudulent use of accounts. Without these Cookies, the services that you have ask for cannot be provided, and we only use these Cookies to provide you with those services.

#### **Notice Acceptance Cookies**

Purpose: These are Persistent Cookies and identify if users have accepted the use of cookies on the website.

#### **Functionality Cookies**

Purpose: These Persistent Cookies allow us to remember choices you make when you use the website, such as remembering your login details or language preference. The purpose of these Cookies is to provide you with a more personal experience and to avoid you having to re-enter your preferences every time you use the website.

### **Links to Other Websites**

Our website may contain links to other websites that are not operated by us. If You click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.