PRIVACY POLICY

WA Youth Dental Services

1. Introduction

WA Youth Dental Services (WAYDS) is committed to safeguarding your personal information and that of your child in accordance with applicable Australian laws and regulations. This Privacy Policy outlines how we collect, use, and protect your personal information, and the rights you have regarding your information.

2. Information We Collect and How We Collect It

WAYDS collects personal information from parents, guardians, or other authorised representatives. In some instances, we may also collect information from other healthcare providers or professionals. The personal information we collect may include, but is not limited to:

- Name, address, and contact details
- Date of birth
- Health history, including dental and holistic health information

WAYDS may collect this information through forms completed by you, direct communication, or third-party healthcare providers.

3. Use of Your Information

The personal information we collect is used exclusively for the purpose of providing personalised oral health care for your child. This includes:

- Determining eligibility for services
- Assessing and recommending appropriate treatments for dental and overall health
- Facilitating internal treatment planning and coordination

We will not use your information for any purpose other than the provision of services to your child unless required or authorised by law.

4. Keeping Your Information Accurate and Up to Date

It is essential that the personal information we hold is accurate and up to date to ensure your child receives appropriate care. We encourage you to review and update your information at each visit or as changes occur.

5. Accessing and Amending Your Information

Under the *Freedom of Information Act 1992 (WA)* and applicable privacy laws, you have the right to request access to the personal information we hold about you or your child. You may also request amendments to this information if it is inaccurate, incomplete, or out of date.

6. **Contacting Us Regarding Privacy Concerns**

If you have any concerns about the handling of your personal information or wish to amend any details, please contact us at:

- Email: Info@wayouthdentalservices.com
- Phone: 0481 228 008

We take your privacy seriously and will address any concerns promptly. If we are unable to resolve your concern, or if you are dissatisfied with the outcome, you may contact the appropriate regulatory body.

7. **Complaints and Further Assistance**

If you are not satisfied with the outcome of your complaint or do not wish to address it directly with us, you may contact:

- The West Australian Health and Disability Complaints Commissioner
  - Email: mail@hadsco.wa.gov.au
  - Phone: 1800 813 583
  - Website: www.hadsco.wa.gov.au

8. **Security of Your Information**

WAYDS is committed to ensuring the security of your personal information. We take reasonable steps to protect your information from misuse, loss, or unauthorised access. However, please be aware that no method of data transmission over the internet is entirely secure, and while we strive to protect your information, we cannot guarantee its absolute security.

9. **Changes to This Privacy Policy**

WAYDS reserves the right to update or modify this Privacy Policy at any time. Any changes will be communicated to you as required by law, and the revised policy will be made available on our website.