



TWIGGE ORTHODONTICS

PRIVACY POLICY

Dear valued client

To provide you with the highest standard of orthodontic care, TWIGGE ORTHODONTICS is required to collect personal information from you. This information includes basic details such as your name, address and telephone number(s). Moreover, it is also necessary for TWIGGE ORTHODONTICS to obtain from you details regarding your general health as well as your past and present medical and dental conditions. Without this health picture, Dr. Eugene Twigge is unable to plan your care properly.

Naturally, some of this information is of a personal nature and some of it might be regarded as 'sensitive' and not the sort of information that you would wish to be unnecessarily disclosed to others. We value the need to safeguard this information and, in accordance with the principles laid down in privacy legislation and the guidelines issued by the Australian Dental Association, we would like to assure you that:

- This information will only be used by TWIGGE ORTHODONTICS to deliver your care to the highest standards and to communicate efficiently with you.
- It will not be disclosed to anyone un-associated with your treatment, without your expressed consent. It will sometimes be necessary to disclose pertinent/relevant information to referring dentists or other specialists.
- You may seek access to the information held about you and we will provide this access without undue delay. This access might be by inspection of your dental records at the time of the appointment or special access or copying of information at other times.
- There will be no charge made for requesting this information; however, there may be fees levied to cover the costs associated with the processing of this information or copying the information.
- We will take reasonable steps to ensure that the details we keep about you are accurate, complete and up-to-date. We ask that you keep us informed of any changes to your personal information, health and financial position.
- We will take reasonable steps to protect this information from misuse or loss and from unauthorized access, modification and disclosure.
- Our staff is trained to respect these principles at all times.

If you have any questions regarding the information we collect from you and hold in your treatment records, please do not hesitate to ask us. Please be assured that your health information will be treated with the utmost confidentiality.

Greetings

The TWIGGE ORTHODONTIC Team

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