

Privacy Policy - Tauranga Crossing Dental

The Privacy Act 2020 is a law enacted by the New Zealand Government to protect the privacy of individuals and regulate the handling of personal information.

Tauranga Crossing Dental is committed to protecting the privacy of its patients and ensuring the security of their personal information. This privacy policy outlines how the Practice collects, uses, stores, and discloses personal information in accordance with the Privacy Act 2020.

Collection of Personal Information

The Practice only collects personal information that is necessary to provide dental services to patients. This may include the patient's name, contact details, health information, and payment details. The Practice will collect this information fairly and lawfully and will obtain the patient's consent before collecting any personal information.

Use and Disclosure of Personal Information

The Practice will only use the patient's personal information for the purpose for which it was collected and will not disclose it for any other purpose without the patient's consent, unless required by law. The Practice may disclose the patient's personal information (such as the individual's name, address, and contact details) to third-party service providers who assist with providing dental services, such as dental laboratories, specialists referrals or insurance companies. In the case of unpaid bills for services provided by Tauranga Crossing Dental, third party organisations such as credit collection agencies who may obtain personal information to collect outstanding debt.

Storage and Security of Personal Information

The Practice takes reasonable steps to ensure that the patient's personal information is stored securely and protected against unauthorized access, use, or disclosure. The Practice will retain the patient's personal information for as long as necessary for the purpose for which it was collected and will securely destroy or de-identify the information when it is no longer required.

Accuracy of Personal Information

The Practice takes reasonable steps to ensure that the patient's personal information is accurate, complete, and up to date. The Practice will provide patients with the opportunity to review and correct their personal information upon request.

Access to Personal Information

The Practice will provide patients with access to their personal information upon request, subject to certain exceptions as set out in the Privacy Act 2020. The Practice will respond to

access requests in a timely and reasonable manner.

Privacy Breaches

The Practice takes immediate steps to address any privacy breaches that occur and will notify affected individuals if necessary. The Practice keeps a record of all privacy breaches and will report any serious privacy breaches to the Privacy Commissioner.

Personal Information

The Practice collects personal information only where necessary to carry out its functions. This information can be collected directly from the patient, other people or agencies, or generated when the Practice carries out its functions. The information collected may include the patient's name, age, gender, ethnicity, contact details, bank account number, and health information. The Practice also collects information about the patient's use of its website.

Third-Party Providers

The Practice uses third-party providers to manage some of its engagement processes and services, such as newsletters, bookings, and chat. Any personal information collected and stored by these providers is protected by the Practice. The third-party providers used by the Practice are, Exact, Facebook, Instagram, Google Analytics and Spear Education.

Changes to the Privacy Policy

The Practice reserves the right to modify this Privacy Policy at any time. Any changes will be notified to patients through the Practice's website or by other means.

Agreement to Privacy Policy

By using the Practice's dental services, patients agree to the collection, use, storage, and disclosure of their personal information in accordance with this Privacy Policy.

Contact Us

If patients have any questions or concerns about the Practice's handling of their personal information, they can contact the Practice using the contact details provided on the website.

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