

Definitions

In this document

You/your means: the patient, the guardian to the patient, the parent to the patient, or any other person, registered carer or otherwise, authorised to act on behalf of the patient.

Us/we means: Kalo Dental Pty Ltd ACN 648 087 405 trading as Kalo Dental, it's employees, agents and any other person unauthorised to act on its behalf.

Interpretation

Unless the context indicates otherwise:

- (a) Words importing the singular shall include the plural and vice versa;
- (b) Words importing the masculine gender shall include the feminine and neuter genders;
- (c) References to a person shall be construed as references to an individual, firm, body corporate, association, government or governmental authority;
- (d) References to statutes (including any section thereof) shall include all statutes amending, consolidating, or replacing the same; and
- (e) Headings inserted in any rule are for convenience only and shall not affect the interpretation of the policy.

Terms of Use

By using and accessing our website you agree to the terms of use set out in this document and from time to time at the discretion of Kalo Dental, reserves the right to amend the terms and conditions, disclaimer and privacy policy without any notice.

Our website is intended for your personal use and you must not sell, distribute or transmit information on our website to any person or into another document.

Kalo Dental Privacy Policy Statement

This Privacy Policy covers Kalo Dental Pty Ltd ACN 648 087 405 trading as Kalo Dental and hereinafter referred to as Kalo Dental to provide you with information on how we are committed to protecting your privacy and will handle your personal information in accordance with our obligations under the Privacy Act 1988 (Cth) and all other relevant State Legislation dealing with privacy and health records.

We will ensure that your details held by our practice will comply with the Spam Act 2003 (Cth) and the Do Not Call Register Act 2006 (Cth).

The information we collect

1. your given, middle and last names or other names you have been known by;
2. the name of an emergency contact and the address;
3. your date of birth and age;
4. your residential and postal addresses or any other address you wish to have on file including addresses which you may nominate which may not be the address you reside at;
5. telephone numbers including mobile landline work or other relevant contact details including the number for an emergency contact;
6. your email address(es);
7. your occupation;

8. the name of your health fund and your membership number;
9. your medical history;
10. questions relating to COVID19 to ensure we are protecting you and all our staff and patients.

How we collect your personal information

This information can be collected face to face, via our website, in a telephone call with one of the staff members at Kalo Dental or on any social media contact forms or any other interaction with us.

When you come to our website we may collect certain information such as browser type, operating system, websites visited immediately before coming to our site. This information is used in an aggregate manner to analyse how people use our site, such that we can improve our service. This information may be shared with marketing agents in an aim to better improve our products and services.

Use of your personal information

Kalo Dental may use the personal information collected from you to provide you with information, updates and our services. We may also make you aware of new and additional products, services and better understand your needs by asking questions or sending out surveys.

Kalo Dental may contact you by a variety of measures including but not limited to Telephone, email, SMS or mail.

Disclosing you personal information

We may need to disclose your personal information to any of our employees, insurers, professional advisers or Medicare as reasonably necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our services.

We may from time to time need to disclose personal information to comply with legal requirements such as law, regulation, court orders, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.

We may also use your personal details to protect the copyright, trademarks, legal rights, property or safety of Kalo Dental, www.kalodental.com.au, its patients or third parties.

If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.

By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy or otherwise required by law.

Security of your personal information

Kalo Dental is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

Access to your personal information

You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988. If you would like a copy of the information we hold on you or the information is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at rebeckah@kalodental.com

We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

If you have any complaints about our privacy practices, please feel free to send in details to rebeckah@kalodental.com

We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website.

DISCLAIMER

Information we collect from you on our website and enquiry page is used to assist us with your enquiry and provides general information only, the information provided cannot be relied upon without having your personal circumstances assessed by one of our health practitioners.

The advice and information you may read on our website or any other source linked from our website should not be substituted for professional dental advice as any advice and information is purely general in nature.

We recommend and require a full examination by one of our qualified health practitioners to seek advice about your personal circumstances and any risks associated with your procedure, we also recommend you obtain any other second opinion or advice before taking out or booking in a procedure.

Kalo Dental does not warrant that the information you read on the website is complete or accurate health and you should not rely on or act on that information.

Kalo Dental, its directors, employees and agents do not guarantee the security of using our website, cannot warrant the information or accuracy and cannot accept responsibility or liability for any loss or damage as a result of relying on any information on our website.

By using our website you warrant you are responsible for assessing the accuracy of the information and rely on it at your own risk.