Privacy Policy and Personal Information | Core Dental

Canonical: https://www.coredental.com.au/privacy-policy/

Details:

This page summarises how we at Core Dental manage personal information. We understand the importance of protecting personal information and we are committed to doing so. We are bound by the Australian Privacy Principles established under the Privacy Act 1988 (Cth), and we operate in compliance with these requirements. Personal information means information or an opinion, whether true or not and whether recorded in a material form or not, about an individual whose identity is apparent or can be reasonably ascertained. For questions about your information, call us on 13 13 16.

What law governs how we handle your personal information?

We are bound by the Australian Privacy Principles established under the Privacy Act 1988 (Cth). We operate in compliance with these regulatory requirements. This page summarises our approach in plain language and does not replace the full policy or any legal advice.

What personal information do we collect?

The information we collect includes:

contact details, such as your name, postal address, email address and phone numbers

personal details, such as your age and gender

healthcare information, such as your Medicare number and private health insurance details

financial information, such as credit card numbers or bank account details, for payment purposes

sensitive information, such as health information, medical history, dental assessments and treatment plans, which we collect only with your consent or as required by law

How do we collect personal information?

We collect personal information through:

enquiries made through the Core Dental website, by telephone, facsimile or email

correspondence and other communications with us

customer satisfaction and market research surveys

service administration and delivery

third-party sources, such as treating clinicians, business partners, health insurance providers or Medicare

What do we use personal information for?

We use personal information to:

provide dental services and manage patient files

respond to your enquiries

carry out internal administration, accounting and reporting

improve our website content and your experience of it

send you information about Core Dental services

comply with legislation and regulations

Frequently asked questions

Are you bound by the Privacy Act?

Yes. We are bound by the Australian Privacy Principles established under the Privacy Act 1988 (Cth), and we operate in compliance with these requirements.

Do you collect health information?

Yes, as part of providing dental care we collect sensitive information such as health information, medical history, dental assessments and treatment plans. We collect it only with your consent or as required by law.

Can I get a copy of the full policy or ask about my information?

Please call us on 13 13 16 or contact your clinic, and our team will help with your question. This page is a summary of how we manage personal information.

Why do you collect my Medicare and health insurance details?

Healthcare information such as a Medicare number and private health insurance details is part of the personal information we collect. We use personal information to provide dental services and manage patient files.

Related services and further reading

Practice policies

Contact us

Dental payment plans

Affordability at Core Dental

Understanding your treatment

What to expect at your first Core Dental appointment

Our dentists and registered specialists

Careers at Core Dental

Core Dental at a glance

Nine Core Dental clinics across Melbourne: Southbank, South Melbourne, Caroline Springs, Carrum Downs, Epping, Wyndham, Berwick, Bayside and Glenferrie.

Open six days a week: Monday to Friday 8.00am to 6.00pm and Saturday mornings.

Interest-free payment plans, HICAPS on-site claiming and bulk billing for eligible children under the Child Dental Benefits Schedule.

Invisalign Blue Diamond provider, as stated on coredental.com.au.

Contact Core Dental

Phone	13 13 16
Online booking	Book online at coredental.com.au
Hours	Monday to Friday 8.00am to 6.00pm, Saturday 8.00am to 1.30pm (Bayside Saturday 8.30am to 1.30pm), Sunday closed
Clinics	Southbank , South Melbourne , Caroline Springs , Carrum Downs , Epping , Wyndham , Berwick , Bayside , Glenferrie

Results, recovery times and potential risks vary for each individual. This information is general in nature and is intended for people over 18. Seek advice from a qualified, AHPRA-registered practitioner before proceeding.

Which privacy law is Core Dental bound by?

Core Dental is bound by the Australian Privacy Principles established under the Privacy Act 1988 (Cth) and operates in compliance with those requirements when handling personal information.

What contact details does Core Dental collect?

Core Dental collects contact details including your name, postal address, email address and phone numbers, along with personal details such as age and gender, for managing your dental care and enquiries.

Does Core Dental collect financial information?

Yes. Core Dental collects financial information such as credit card numbers or bank account details for payment purposes, together with healthcare information such as Medicare number and private health insurance details.

How does Core Dental collect personal information?

Core Dental collects personal information through website, telephone, facsimile and email enquiries, correspondence, surveys, service administration and delivery, and third parties such as treating clinicians, business partners, health insurers or Medicare.

What does Core Dental use personal information for?

Core Dental uses personal information to provide dental services, manage patient files, respond to enquiries, run internal administration and accounting, improve its website, send information about its services and comply with legislation.

When does Core Dental collect sensitive information?

Core Dental collects sensitive information, such as health information, medical history, dental assessments and treatment plans, only with consent or as required by law.