

# MDCA Privacy Policy



## 1. Your privacy is respected

This policy outlines how Mobile Dental Clinics Australia Pty Ltd (MDCA, we, us or our) collects, uses, discloses, stores and manages your health information. The Notice to Patients is posted in our patient waiting area as a summary statement of the policy in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and applicable State health records legislation.

The practice is bound by the Australian Privacy Principles contained in the Commonwealth Privacy Act 1988 (Privacy Act), the Health Records Act 2001 (Vic) and the equivalent legislation in each state or territory in which we operate. Where there is any inconsistency between Commonwealth and State privacy laws, we comply with the law that provides the greater level of privacy protection for individuals.

We will review and update this Privacy Policy periodically to ensure it remains current and compliant with applicable laws. The current version of this policy is available free of charge on our website or upon request.

## 2. Collection

It is our usual practice to collect personal and sensitive health information directly from patients, parents or guardians, or authorised representatives unless it is unreasonable or impracticable to do so.

## Types of information we collect

We may collect and hold the following types of personal information (including sensitive information) about you:

- identification and contact details (such as name, address, date of birth, phone number and email address)
- health and dental information, including medical histories, treatment notes, images, x-rays and clinical records
- Medicare, health fund, State Trustee, Department of Veteran Affairs, concession and billing information (where applicable)
- appointment, referral and correspondence records
- call, SMS or chat recording
- employment and background history if you are applying for a role with us
- information collected through our website, online forms and booking systems

Health information is classified as “sensitive information” under the Privacy Act and attracts a higher level of legal protection.

## Purpose of collection

In addition, personal information such as your name, address, contact details, health insurance and financial details are used for the purpose of providing dental treatment, managing your health care, addressing accounts to you, as well as for processing

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payments, collecting unpaid invoices via an external collection agency, meeting legal and regulatory obligations, and communicating with you about your care and our services. We may also use this information for appointment management, training, quality assurance, dispute resolution and compliance purposes.

## Impact of not providing personal details

If you choose not to provide certain personal or health information, we may be unable to provide you with appropriate dental treatment or services.

## Collection from third parties

MDCA may collect personal and health information from a third party or a publicly available source, but only where:

- you have provided consent,
- you would reasonably expect the information to be collected in this way, or
- the collection is required or authorised by law, and where the information is necessary to provide appropriate health care.

## Website data, cookies and analytics

Our website collects limited technical information for analytics and security purposes, including IP address, browser type, device information, pages visited and access times.

This information is collected through our website hosting provider and analytics

tools and is used to monitor website performance and improve user experience.

We primarily use session-based cookies. Limited persistent cookies may be used by our website hosting or analytics providers for functionality and performance purposes.

## 3. Use and disclosure of personal information

We may use and disclose personal and health information for the primary purpose for which it was collected, and for related purposes that you would reasonably expect, including to:

- other healthcare providers involved in your care
- a carer, guardian, next of kin, State Trustee, Power of Attorney, facility (such as aged care facility) in which you are located or other authorised parties
- pathology, imaging and diagnostic service providers
- Medicare, health insurers, State Trustees, Department of Veteran Affairs and government health programs
- IT, software, hosting and administrative service providers
- professional advisers and contractors engaged by us
- debt recovery services, where permitted by law

We do not sell personal information.

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## Overseas Disclosures

We do not disclose personal information to overseas recipients.

If this changes, we will update this Privacy Policy and take reasonable steps to ensure overseas recipients handle personal information in accordance with Australian privacy laws.

## 4. Access and correction

You may request access to, or correction of, your personal or health information by contacting us at [info@mobiledentist.com.au](mailto:info@mobiledentist.com.au) or by phoning (03) 5972 2120 to speak with our Privacy Officer.

We will respond within a reasonable timeframe and in accordance with applicable law. Where the request relates to access to personal or health information, we will provide access after any reasonable fees have been paid. These are designed to cover our costs associated with extracting and preparing a copy of your data.

## 5. Data security

We take reasonable steps to protect personal information transmitted electronically. However, transmission of information over the internet carries inherent security risks, and patients should exercise discretion when sending personal health information electronically.

## 6. Marketing

The practice's marketing functions support the growth and development of the practice and to provide you with information about services offered at the practice.

The practice may use your information for the purpose of direct marketing; however, we will not on-sell your personal information.

The practice understands that you may not wish to receive marketing materials from the practice. You may opt out of receiving direct marketing communications at any time using the unsubscribe mechanism provided or by contacting our Privacy Officer.

## 7. Complaints

We take your privacy seriously. If you suspect there has been or may have been a breach of your privacy, you can complain directly to our Privacy Officer by emailing [info@mobiledentist.com.au](mailto:info@mobiledentist.com.au) or phoning (03) 5972 2120.

If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC):

Office of the Australian Information  
Commissioner  
[www.oaic.gov.au](http://www.oaic.gov.au)  
Phone: 1300 363 992

Last updated: 15 May 2026