

## **Privacy Policy**

### **Who we are**

KNOrthodontics is a clinical partnership of Dr Annu Nangia, Dr Peter Keay (the Orthodontists), their employees and contractors they may engage without written notice.

KNOrthodontics manages this website and strictly regulates the content published, data collected and protects the interests and privacy of all patients, their parents and care givers.

### **Comments & News**

When KNOrthodontics post information, comments and news on this website, we make every effort to ensure the accuracy and validity of the content. We respect the personal, religious and cultural values of all individuals that attend and make contact with our practice and every effort is made to honour these values with the information that is published.

### **Media**

All media, including photos, published on the website is for the purposes of highlighting the activities of KNOrthodontics, the benefits of orthodontic treatment and the value of engaging with a Specialist Orthodontist. While every effort will be made to avoid the inclusion of individuals in photos that were not offered the opportunity to consent, there is an inadvertent risk that an individual or individuals could be displayed in photos without their knowledge. Should this cause any concern or portray a misrepresentation of the individual, they may contact KNOrthodontics and request the removal of the image.

Any article or image linked from a publicly available reliable source, such as a TV broadcaster, online resource or news provider may be considered official but not necessarily endorsed by KNOrthodontics. If an individual takes exception to any article that misrepresents them, they should take action with the primary source of the information.

At no time shall KNOrthodontics rely on social media posts as an accurate source of information, unless considered an official outlet for an authority such as a Government organisation. Patients, parents and their care givers are encouraged to always confirm the validity of any social media source.

### **Cookies**

If you leave a post, request a service or complete any online form on our site your contact email address and phone number may be stored in the website cookies. These are for your convenience so that you do not have to fill in your details again when you post a future comment or complete a form. These cookies will last for one year unless you reset your personal cookie storage earlier.

If you visit our login page, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser or log out.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for several hours, and screen options cookies last for a year. If you select "Remember Me", your login will persist for four weeks. If you log out of your account, the login cookies will be removed.

### **Embedded content from other websites**

KNOrthodontics may refer to third party content for products or services they adopt - this may include but not be limited to videos, images or articles regarding certain treatment modalities. Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website. KNOrthodontics will not be held responsible for information provided to a third party link, how that information is stored or whether it could be shared in a malicious manner. Caution should always be taken when visiting third party sites (websites etc) that are beyond the control of KNOrthodontics

### **Who we share your data with**

If you request a password reset, your IP address will be included in the reset email. We will not share any information you provide personally via the website unless you willingly consent. Certain legislative requirements may require the KNOrthodontics to forward details of posts or requests on the production of a legal instrument – KNOrthodontics will only act on such requests where the request has been confirmed to be legally binding.

WebCHECK is KNOrthodontics' on-line information portal where information regarding appointments, payment history can be accessed with the ability to make payments. This service is managed by an independent company, as KNOrthodontics service agent, all data transactions follow industry standards of encryption and access is strictly monitored.

### **How long we retain your data**

If you leave a post or comment, complete an online form the data and its metadata are retained indefinitely. This is so we can recognise and approve any follow-up posts automatically instead of holding them in a moderation queue.

### **What rights you have over your data**

If you are a KNOrthodontics patient, parent or care giver, you can request to view the information held about you or your child and have an opportunity to amend any details which might not be accurate. Under the federal legislation, there is no obligation that KNOrthodontics must provide copies (electronic or paper-based) of records and information stored about a patient.

Patients, their parents and legal guardians hold no ownership of the information KNOrthodontics store about them and this information must be retained for the legislative period (at least five years, longer in certain circumstances). There is no right or entitlement for patients, their parents or legal guardians to request this information be disposed beyond the limits of legislation relevant to medical/ dental records keeping.