

## Medina Family Dental Privacy Policy

**Effective Date:** 04-11-2025

**Last Updated:** 04-11-2025

### Introduction

Medina Family Dental ("we," "our," or "us") values your privacy and is committed to protecting the confidentiality and security of your personal and health-related information. This Privacy Policy explains how we collect, use, and safeguard your information when you visit our website (<https://medinafamilydentaltx.com/>) or receive dental services at our practice.

### 1. Information We Collect

We may collect the following categories of information:

- **Personal Identifiable Information (PII):** Name, address, phone number, email, date of birth, and insurance details.
- **Health Information:** Medical history, dental treatment records, diagnoses, medications, and other information needed for care.
- **Payment Information:** Credit/debit card information or other billing details.
- **Website Usage Information:** IP address, browser type, device type, and data collected through cookies or other tracking tools.

### 2. How We Collect Information

We collect information through:

- **Patient Forms:** When you register, schedule appointments, or complete health history forms.
- **Direct Communications:** Phone calls, emails, text messages, or in-office discussions.
- **Online Interactions:** When you browse our website or submit inquiries via online forms.
- **Third Parties:** Insurance providers, referral partners, or other healthcare professionals.

### 3. Use of Your Information

We use your information to:

- Provide safe, personalized dental care.
- Verify insurance eligibility and process billing.
- Schedule appointments and follow-up communications.
- Meet legal and regulatory healthcare obligations.
- Improve our services and website experience.

### 4. Disclosure of Information

We do not sell your personal or health information. We may share it with:

- **Healthcare Providers:** For continuity of care and referrals.
- **Insurance Companies:** To verify coverage and submit claims.
- **Service Providers:** For secure hosting, communication, or records management.

- **Legal Authorities:** If required by law, such as in response to a court order or public health requirement.
- **Business Transfers:** If our practice is acquired, merged, or reorganized.

## **5. Patient Rights and Choices**

As a patient, you have rights under HIPAA and applicable privacy laws, including:

- The right to access and receive a copy of your medical records.
- The right to request corrections to inaccurate or incomplete records.
- The right to request restrictions on certain uses or disclosures.
- The right to opt-out of marketing communications.
- The right to file a complaint if you believe your privacy rights have been violated.

To exercise any of these rights, please contact our office using the contact information below.

## **6. Data Security**

We follow industry best practices and HIPAA guidelines to protect your information. Security measures include encryption, access controls, secure servers, and regular staff training. While no system is 100% secure, we are committed to minimizing risks.

## **7. Cookies and Website Analytics**

Our website may use cookies to improve functionality and gather analytics. You may disable cookies in your browser settings. These tools do not collect protected health information.

## **8. Data Retention**

We retain your information as long as necessary to provide dental care, comply with legal requirements, or for legitimate business purposes.

## **9. Third-Party Links**

Our website may contain links to external websites. We are not responsible for their privacy practices and encourage you to review their policies.

## **10. Children's Privacy**

We do not knowingly collect information from children under 13 without parental consent. Pediatric patients must have a parent or guardian involved in their care.

## **11. Updates to This Policy**

We may update this policy as needed to reflect changes in law or our practices. Updates will be posted on our website with a revised effective date.

## **12. Contact Us**

For questions or concerns about this Privacy Policy or your personal information, please contact:

### **Medina Family Dental**

Website: <https://medinafamilydentaltx.com/>

Email: [info@medinafamilydentalgroup.com](mailto:info@medinafamilydentalgroup.com)

Phone: (830) 988-9509

Address: 1313 Petersburg Street, Castroville, Texas 78009