



4949 Charlevoix suites 201 and 301
Montréal-Nord, Québec
H1G 6L6
(514) 322-4790 and (514) 328-2565
www.cotegilbert.com

Privacy policy for Soins dentaires Côté Gilbert Effective date: September 22, 2023

At Côté Gilbert Dental Care, we are committed to protecting the privacy and security of our patients' personal information. This privacy policy explains how we collect, share, use and protect your personal information in accordance with applicable laws and regulations.

The information we collect

We collect personal information from our patients to provide dental services. Such information may include, but is not limited to:

- Contact information such as your name, mailing address, email address and telephone number;
- Demographic information such as your age and gender;
- Health information such as your medical history, current medications and allergies;
- Insurance information, such as your policy number and insurance company; and
- Biometric information such as X-rays and dental imaging.

How we use your information

We use your personal information to provide you with dental care, including, but not limited to:

- Facilitating scheduling appointments;
- Performing dental examinations and treatments;
- Maintaining and updating your dental records;
- Managing patient accounts;
- Contacting you with reminders and follow-up information; and
- Processing payments and insurance claims.

We may also use your information to improve our dental services and to comply with legal and regulatory requirements.

We only collect personal information that is necessary for the purposes identified in this policy. Personal information is not used or disclosed for purposes other than those for which it was



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collected, except with the consent of the person concerned or as required by law. Personal information is retained only as long as necessary for the fulfillment of these purposes.

Our collection methods

Personal information will be collected through a combination of online and paper forms, in-person interviews and communications with the staff of Côté Gilbert Dental Care.

Sharing information

We do not share your personal information with third parties except as necessary for the provision of dental services, such as with dental laboratories for the creation of dental appliances, or with insurance companies for claims processing.

Soins dentaires Côté Gilbert will not give, sell or rent your personal information to third parties.

We will only share information with your consent or where required by law.

Location of your information

Personal information is generally stored or processed in facilities located in Canada. Some of this data may be processed by third parties outside Canada. In this event, Soins dentaires Côté Gilbert shall take reasonable steps to ensure the protection of your data with the third parties in question.

Information security

We ensure reasonable steps are taken to protect your personal information from unauthorized access, use or disclosure. Despite all of our safeguards, no safety mechanism can guarantee complete protection, and there will always be a residual risk.

Our office uses secure record systems, effective identity and access management and physical safeguards to protect your information, all in compliance with applicable laws and regulations.

Your rights

You have the right to access, modify or delete your personal information. You may withdraw your consent to the collection and use of your personal information at any time. However, this could prevent Soins dentaires Côté Gilbert from providing you with further dental services, for example.

You have all the rights in accordance with legal and regulatory requirements.



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If you wish to exercise these rights, please contact Chantal Lapointe at rprp@cotegilbert.com.

Changes to our privacy policy

We reserve the right to modify this Privacy Policy at any time in order to maintain compliance and to reflect any changes to our personal information collection process.

If we make significant modifications to the Policy, we will notify you by publishing a notice or posting a new version of the Policy on our Web site.

Contact us

If you have any questions about our privacy policy or the handling of your personal information, please contact Chantal Lapointe at rprp@cotegilbert.com.

Effective date

September 22, 2023

Last update

September 22, 2023