

PRIVACY POLICY

How DentaVate Solutions Inc. handles personal information. Last updated: {{policy_date}}

1. Who we are

DentaVate Solutions Inc., 302 Highlands Crt, Saskatoon, Saskatchewan S7H 4X9. We provide remote non-clinical administrative support to dental clinics across Canada.

Privacy Officer: {{privacy_officer_name}} — {{privacy_officer_email}}

2. Two different kinds of information

Information we collect for our own business — from clinics, prospective clients, job applicants, and website visitors. This policy governs it.

Patient information we handle for a clinic — we access it only on the clinic's instructions, under a written agreement, and only to perform the services. The clinic remains responsible for it under its provincial health privacy law. Patients should direct requests about their records to their dental clinic, which is where the authoritative record is held. We refer any patient request we receive to the clinic.

3. What we collect

From clinics and prospective clients: business contact details, clinic name and location, services of interest, and information provided during onboarding or an assessment.

From applicants: name, contact details, résumé, work history, qualifications, and information gathered during screening and identity verification.

From website and application users: login and session records, and basic usage data.

Our public intake form collects business contact information only. Please do not enter patient names, patient details, passwords, or system credentials into it.

4. Why we collect it

To respond to enquiries, provide and administer our services, assess and onboard Care Team Members, manage assignments and payments, meet security and legal obligations, and improve our services.

We do not sell personal information. We do not use it for advertising by third parties. We do not use patient information to train public AI systems.

5. Consent

We collect, use, and disclose personal information with consent, except where law permits or requires otherwise. You may withdraw consent, subject to legal and contractual restrictions, by contacting our Privacy Officer.



6. Who we share it with

Service providers who help us operate — hosting, database, document signing, scheduling, payment processing, and secure workspace providers — bound to protect it and use it only for our purposes. Our current providers and their locations are listed in our DentaVate Provider and Data Location List, available on request.

We may disclose where required by law.

7. Where it is stored

Our production database is hosted in Canada. Some providers may process information outside Canada; where that is the case it is disclosed in the Register and, for clinic information, addressed in the clinic's agreement. Information stored outside Canada may be accessible to authorities in that country.

All personnel performing our services are located in Canada.

8. How we protect it

Access controls, a unique DentaVate account for every person, multi-factor authentication, encryption in transit, role-limited access, secured environments, written confidentiality obligations for all personnel, access logging, and a documented incident response process.

9. How long we keep it

Only as long as necessary for the purpose, or as law requires. Our retention schedule is available on request.

10. Your rights

You may ask what personal information we hold about you, ask us to correct it, or ask how it has been used and disclosed. Contact our Privacy Officer. We will respond within the time our applicable privacy legislation allows.

If you are not satisfied, you may contact the Office of the Privacy Commissioner of Canada or your provincial commissioner.

11. Changes

We may update this policy. The current version is always posted on our website.

