Website Privacy Policy

Collins Children's Dentistry
Effective Date: November 23, 2026

1. Our Commitment to Privacy

Collins Children's Dentistry respects your privacy and is committed to protecting the personal information you share with us through our website, www.collinschildrensdentistry.com. This Website Privacy Policy explains how information is collected, used, shared and protected when you visit or interact with our website.

2. Information We Collect

When you voluntarily submit an appointment request through our website, we may collect information including parent or legal guardian name, patient information provided through the appointment request form, telephone number, email address, mailing address and ZIP code, requested appointment type, and other information voluntarily provided.

Our website and hosting provider may also automatically collect certain technical information, including IP addresses, browser types, device information and website usage information.

3. How We Use Your Information

Information collected through our website may be used to process appointment requests; contact parents or legal guardians regarding appointments; respond to questions and inquiries; maintain website functionality and security; support administrative operations; and comply with applicable legal and regulatory requirements.

4. Information Sharing

We do not sell personal information collected through our website. Information may be shared with authorized staff, technology providers and service providers as necessary to support our website and practice operations, subject to applicable privacy and confidentiality requirements. Information may also be disclosed when required or permitted by law.

5. Information Security

Our website is hosted through Wix and uses HTTPS encryption to help protect information transmitted through the website. Protected Health Information (PHI) protection is enabled through Wix, and Collins Children's Dentistry maintains a Business Associate Agreement (BAA) with Wix. Access to sensitive appointment submissions is restricted to authorized personnel. Although we take reasonable administrative and technical measures to protect information, no electronic transmission or storage system can be guaranteed to be completely secure.

6. Cookies and Website Technologies

Our website may use cookies and similar technologies to support essential website functionality, security, performance and visitor experience. We do not currently use connected third-party advertising pixels or marketing tracking integrations. Visitors may manage cookie preferences through their web browser settings. Disabling certain cookies may affect website functionality.

7. Google Maps

Our website includes an embedded Google Maps feature to help visitors locate our office and obtain directions. Google Maps may collect information such as IP addresses, device information and cookies when its services are accessed or loaded. Google's collection and use of information are governed by its own privacy policy, available at https://policies.google.com/privacy.

8. Online Bill Pay and External Websites

Our website provides links to an external payment service for the convenience of our patients and families. Payment transactions are completed through the external payment provider. Our website does not directly collect or process payment card information. External websites and services are governed by their own privacy policies and security practices. We encourage visitors to review those policies before submitting personal or financial information.

9. Children's Privacy

Although Collins Children's Dentistry provides dental care to children, our website's appointment request forms and administrative features are intended for use by parents, legal guardians and other authorized adults. Children under the age of 13 should not independently submit personal information through our website. If you believe a child has submitted personal information without appropriate authorization, please contact our office.

10. Protected Health Information and HIPAA

Protected health information collected and maintained by our practice is handled in accordance with applicable healthcare privacy requirements, including the Health Insurance Portability and Accountability Act (HIPAA). For additional information regarding how our practice may use and disclose protected health information and your rights concerning that information, please review our separate HIPAA Notice of Privacy Practices.

11. Privacy Questions and Requests

Parents, legal guardians and other authorized individuals may contact our office with questions or requests concerning personal information collected through our website. Requests will be handled in accordance with applicable privacy laws, identity verification requirements and healthcare record retention obligations.

12. Changes to This Privacy Policy

We may update this Website Privacy Policy periodically to reflect changes in our website, technology, business practices or applicable legal requirements. Updates will be posted on our website with a revised effective date.

13. Contact Us

If you have questions or concerns regarding this Website Privacy Policy, please contact:

Collins Children's Dentistry
1774 Dutch Fork Road
Irmo, SC 29063

Phone: (803) 772-7302
Fax: (803) 772-7353
Email: office@collinschildrensdentistry.com
Website: www.collinschildrensdentistry.com
Office Hours: Monday–Thursday, 8:00 AM–5:00 PM

Please do not send sensitive medical information through ordinary email.