

Privacy Policy

8.13.26

Conestoga Oral Surgery (“we,” “us,” or “our”) respects your privacy and is committed to protecting the personal information you share with us through our website. This Privacy Policy explains what information we may collect through this website, how we use it, how we protect it, and what choices you may have regarding your information.

This website is operated on behalf of Conestoga Oral Surgery located at 190 Good Drive, Lancaster, 8194 Adams Drive, Hummelstown, and 2310 Rothsville Road, Lititz PA with contact phone number 717-394-3033.

Information We Collect

We may collect personal information you voluntarily provide when you interact with our website. For example, the website may request your name, email address, phone number, and message when you contact the practice online.

We may also collect information you provide when you:

- request an appointment
- contact our office through the website
- complete forms
- communicate with us by phone, email, or other means
- use linked third-party services, such as online scheduling, patient forms, or patient portal services

In addition, we may automatically collect limited technical information such as your IP address, browser type, device type, pages visited, date and time of access, and referring website information. This information helps us maintain and improve website performance, security, and usability.

How We Use Information

We may use the information we collect to:

- respond to your questions or requests
- schedule or confirm appointments
- communicate with you about our dental services
- improve our website, services, and patient experience
- maintain website security and prevent misuse
- comply with legal, regulatory, and professional obligations

Because Conestoga Oral Surgery is a dental and medical practice, information submitted through the website may be used to help facilitate patient communication, appointment coordination, and related administrative functions.

Protected Health Information

If you become a patient of Conestoga Oral Surgery, certain health and medical information may be protected under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and other applicable laws.

This website Privacy Policy applies to information collected through the website. Patient medical and treatment information may also be governed by our Notice of Privacy Practices, which describes how protected health information may be used and disclosed under HIPAA. If there is any conflict between this website Privacy Policy and our Notice of Privacy Practices regarding protected health information, the Notice of Privacy Practices will control.

Third-Party Services and Links

This website may contain links to third-party websites, platforms, scheduling tools, patient portals, payment processors, social media pages, or other external services.

We are not responsible for the privacy practices, security, or content of third-party websites. When you leave our website and submit information through a third-party platform, that information is governed by the privacy policy and terms of that third party.

Cookies and Analytics

Our website may use cookies or similar technologies to support website functionality, remember preferences, analyze traffic, and improve performance. Cookies are small data files stored on your device by your browser.

You may be able to disable cookies through your browser settings. However, doing so may affect certain website features or functionality.

If analytics tools are used on this website, they may collect aggregated or de-identified information about website usage to help us understand how visitors use the site and how we can improve it.

How We Share Information

We do not sell your personal information.

We may share information in limited circumstances, including:

- with website hosting providers, IT vendors, form processors, or other service providers that help us operate the website or support our business
- with third-party providers that assist with scheduling, communications, billing, payment processing, or patient intake
- when required by law, subpoena, court order, or other legal process
- when necessary to protect our rights, safety, property, users, or others

Any sharing of protected health information, where applicable, will be handled in accordance with HIPAA and other applicable laws.

SMS/Text Messaging Privacy

If you provide your mobile phone number and consent to receive text messages from Conestoga Oral Surgery, we may use your number to send appointment-related messages,

practice updates, or other communications related to your care or interactions with our office.

Mobile information, text messaging opt-in data, and consent will not be shared with third parties or affiliates for marketing or promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties except as necessary to provide messaging services or as required by law.

Data Security

We use reasonable administrative, technical, and physical safeguards designed to help protect personal information submitted through the website. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

You should avoid sending highly sensitive or confidential medical information through general website forms or unsecured email unless specifically instructed to do so through a secure method.

Your Choices

You may contact us to:

- request that we update or correct information you have submitted through the website
- ask questions about our privacy practices
- request that we stop certain communications, where applicable

If you wish to discuss patient privacy rights related to medical records or protected health information, please contact our office directly.

Children's Privacy

This website is not intended for use by children under the age of 13, and we do not knowingly collect personal information from children through the website without appropriate authorization. If you believe a child has submitted personal information through this website, please contact us so we can review and address the situation.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or website features. Any updated version will be posted on this page with a revised effective date.

Contact Us

If you have questions about this Privacy Policy or our website privacy practices, please contact:

190 Good Drive, Lancaster PA
Phone: 717 394 3033