

Privacy Policy – Dr Elizabeth Goulding

Effective from 1 January 2023

Your privacy is important to us. This Privacy Policy outlines how **Dr Elizabeth Goulding**, who consults from Grace Private, handles your personal and health information in accordance with the **Privacy Act 1988 (Cth)**, the **Australian Privacy Principles (APPs)**, and relevant State-based **Health Records legislation**.

This policy applies to all interactions with Dr Goulding's practice, including across her online presence, via the Grace Private website (<https://graceprivate.com.au>), and during your clinical care.

1. Information We Collect

We collect both general and sensitive information, including:

Personal Information:

- Full name
- Date of birth
- Contact details (phone, email, address)
- Medicare number or private health insurance details
- Emergency contact information

Health & Sensitive Information:

- Medical history
- Referral letters and GP correspondence
- Medication and allergy details
- Pathology, radiology, and surgical reports
- Consultation notes and treatment plans
- Reproductive, gynaecological, and family health history

This information is collected directly from you or your referring doctor, or indirectly from hospitals, pathology providers, or other medical professionals involved in your care.

2. Collection and Use of Information

Dr Goulding collects personal and health information to:

- Provide you with medical and surgical care
- Coordinate care with your GP and other specialists
- Book appointments and manage clinical administration
- Send medical correspondence and results
- Comply with legal obligations such as mandatory reporting
- Maintain secure medical records and billing systems
- Contact you for follow-up, clinical care, or administrative purposes

- Manage medico-legal obligations (e.g. insurance or audit)

By attending a consultation or contacting the practice, you consent to the collection and use of your information for these purposes.

3. Disclosure of Your Information

Your information may be disclosed to:

- Your referring GP or other medical specialists
- Pathology and radiology providers
- Hospitals and day surgery facilities involved in your care
- Allied health professionals (e.g. physiotherapists)
- Medical indemnity insurers or legal advisors (where required)
- Government agencies where legally mandated

Where possible, your consent will be obtained prior to disclosing information to third parties not directly involved in your care.

4. Security of Your Personal Information

Your personal and health information is stored securely in electronic and physical formats. Clinical records are managed using password-protected, encrypted practice software, with access restricted to authorised staff.

All reasonable steps are taken to protect against loss, misuse, or unauthorised access, disclosure, or modification. If a data breach occurs that poses a risk to your rights, we will notify you and the **Office of the Australian Information Commissioner (OAIC)** in line with the **Notifiable Data Breaches Scheme**.

5. Retention of Medical Records

Health records are retained in line with legal obligations:

- For adults: at least **7 years** from the last date of consultation
- For children: until the patient is **25 years old**

Records may be retained for longer if required for legal, clinical, or audit purposes. When no longer required, records are securely destroyed or de-identified.

6. Your Rights and Access to Your Information

You have the right to:

- Access your medical records
- Request corrections if your information is inaccurate
- Withdraw consent for non-essential uses of your data
- Lodge a privacy-related complaint

Requests must be made in writing. Proof of identity may be required. A reasonable fee may apply for copying or transferring records. We will respond within a reasonable timeframe.

7. Children's Privacy

Dr Goulding does not knowingly collect data directly from children under 13 via her website or online platforms. For clinical care, information about minors is collected with consent from a parent or legal guardian.

8. Website Data and Digital Contact

When you access the Grace Private website or contact the practice electronically, basic log data may be collected, including:

- Your IP address and browser type
- Pages visited and time spent
- Device type and operating system

This data helps improve the site and services. No personal health information is collected via cookies or analytics tools.

If you contact Dr Goulding through email or web forms, please avoid including sensitive health details unless the platform is secure.

9. Use of Cloud-Based Services and Overseas Storage

Dr Goulding's clinical software and IT systems may use secure, encrypted cloud-based servers. While every effort is made to store data within Australia, some data may be stored or accessed from servers overseas. All providers are bound by confidentiality agreements and comply with Australian privacy standards.

10. Telehealth and Electronic Communication

If telehealth or digital communication is used, your information will be handled using secure, encrypted platforms compliant with Australian privacy law. Only authorised staff may access your electronic records.

11. Updates to This Policy

This policy may be updated to reflect changes in legislation, technology, or clinical practice. The most recent version is available on request or via the Dr Goulding's website (www.drelizabethgoulding.com.au).

Where material changes affect how your personal information is handled, you will be notified and asked for consent if legally required.

12. Contact and Complaints

If you have questions or concerns about how your information is managed, please contact:

Privacy Contact

Dr Elizabeth Goulding

Consulting at Grace Private

Gold Coast Private Hospital, Ground Floor- Suite 5/14 Hill St, Southport QLD 4215

Email: <https://graceprivate.com.au>

Phone: (07) 5594 7632

We aim to respond to all concerns in writing within a reasonable timeframe.

If you're not satisfied with the response, you may contact the **Office of the Australian Information Commissioner (OAIC)**:

Phone: 1300 363 992

Website: www.oaic.gov.au