

AS A PATIENT, HOW DOES THE PROTECTION OF PERSONAL INFORMATION (POPI) ACT AFFECT ME?

The POPI Act stipulates that we, as a medical practice, keep your personal information safe and secure. Contact information, ID number, medical history, medical aid information and payment information are examples of personal information.

We have procedures in place to address **why** we collect your information, how we **gather** your information, how we aim to **safeguard** it and how long we keep **record** of information.

WHY DO YOU NEED MY PERSONAL INFORMATION?

We need your information to provide you with appropriate medical care, for billing purposes, and to report to you, your medical scheme, referring practitioners and other authorised persons in accordance with the law.



DO I HAVE ANY RIGHTS IN TERMS OF THE POPI ACT?

Your rights include receiving access to and correct your information in accordance with the law, withdrawing your consent for or object to the processing of your information, unless we are authorised to do so by law, and to file a complaint with the Information Regulator if you are dissatisfied with the processing of your information.

DO YOU SHARE MY PERSONAL INFORMATION WITH ANYONE?

When required and lawful, we may share your information with other treating practitioners, your next-of-kin, your medical scheme, our service providers/ advisers (i.t.o. confidentiality agreements), credit bureaus and regulatory agencies. If we need to share your information with someone outside the RSA, we will ask for your permission first.

HOW LONG DO YOU KEEP MY PERSONAL INFORMATION?

We keep record of your information for as long as we need it for legal reasons relating to the services we provide.



HOW DO YOU GATHER PERSONAL INFORMATION?

Your information is obtained directly from you, but it may also be obtained from other sources such as your next-of-kin, other treating practitioners or your medical scheme.

If you supply us with information about another person, such as your next-of-kin, please make sure you are allowed to do so legally and that they are aware of how we will process their personal information.

HOW DO YOU PROTECT MY PERSONAL INFORMATION?

We keep our safeguards up to date to maintain the security, integrity, and confidentiality of your data.

I HAVE A QUESTION ABOUT THE PROTECTION OF MY PERSONAL INFORMATION. WHO CAN I CONTACT ABOUT THIS?

You may speak to our Information Office. Please inquire at reception.

