

Dear Patients,

As you may be aware, we have reached the deadline where the POPI (Protection of Personal Information) Act comes into effect. POPIA took effect on the 30<sup>th</sup> of June 2020 and by 1<sup>st</sup> July 2021, all businesses in South Africa are required to be fully compliant with the POPIA regulations.

As such, we are in the process of ensuring that we are compliant. This email explains how we obtain, use, and disclose your personal information, in accordance with the requirements of the Act. We are committed to protecting your privacy and ensuring that your personal information is collected and used properly, lawfully, and transparently.

#### The Information We Collect:

We collect and process your personal information mainly to contact you for the purposes of understanding your requirements and delivering medical services accordingly. We collect your patient information, once it is shared with us by yourself, for the purpose of rendering care.

Personal information includes, but is not limited to:

- Identity number, name, surname, address, and postal code
- Contact Details
- Medical Aid details
- Health, treatment, and medical information
- Financial and payment information

#### How we use your Information:

We will use your personal information only for the purposes for which it was collected and will be processed for that purpose only.

#### Usage of personal information includes:

- To confirm, verify and update patient details.
- For audit and record keeping purposes.
- To perform our duties in terms of the contractual relationship we have with our patients.

- Providing communication in respect of regulatory matters that may affect our patients.

#### Disclosure of Information:

We may disclose your personal information to a service provider who may be involved in the delivery of our services to you. We have agreements in place to ensure that any external party we work with abides by the privacy requirements as required by the Act.

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law or industry codes.
- Where we believe it is necessary to protect our rights.
- Safeguarding your Information:

We are legally obliged to provide adequate protection for the personal information we hold and to prevent any unauthorized access and/or use of personal information. We will continuously review our security controls and processes to ensure that personal information remains secure.

#### Access and Correction of Personal Information:

All patients have the right to access, update, correct or delete the personal information we hold relating to them. Once a patient objects to the processing of their personal information, we may no longer process said personal information.

#### Access and Correction of Personal Information:

Carien Smith - [admin@carienbio.co.za](mailto:admin@carienbio.co.za)

If you have any queries about this notice, need further information about our privacy practices, wish to withdraw consent or access or correct your personal information, please do not hesitate to contact us.

Kind regards,

Carien Smith

Carien Smith Biokineticist

082 55 33 429