



Sonia Roux
Counselling Psychologist

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Sonia Roux Sielkundige Dienste

Privacy Policy

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116 Nuffield Street, Rietondale, Pretoria, 0084

Table of Contents

1. What Is This Document About?
2. Terms Used In The Document
3. About The Practice
4. Information And Deputy Information Officers Of The Practice
5. Our Commitment
6. When Providing Information About Others
7. Purposes Of Processing Personal Information
8. Collection Of Personal Information
9. Personal Information Processed
10. Consent
11. Objection To Processing
12. Sharing Of Personal Information
13. Record-Keeping
14. Information Sent Across The Borders Of The Republic Of South Africa
15. Security Of Your Personal Information
16. Right To Access Personal Information
17. Accuracy Of Personal Information
18. Changes To The Privacy Policy
19. Concerns And Complaints
20. Law Applicable To The Privacy Policy

1. What is this document about?

This Privacy Policy stipulates how we at Sonia Roux Sielkundige Dienste (“the Practice”) process your personal information. This includes why we collect information about you, the type of information we collect, how we collect it, with whom we will share it, the security measures we use to protect the information, and how you may obtain access to and correct your information. **You should read this Privacy Policy carefully. Every provision is important and material. If something is unclear to you, please ask that it be explained to you.**

2. Terms Used in the Document

2.1 **“Data subject”** refers to the person (e.g., patient) or entity to whom the personal information relates.

2.2 **“Personal information”** has the meaning assigned to it in POPIA and refers to information relating to identifiable, living human beings (natural persons) and identifiable, existing juristic persons. It includes information such as race, gender, age, health status, medical information, date of birth, identity number, contact details, and confidential correspondence.

2.3 **“Processing”** has the meaning assigned to it in POPIA and refers to any operation or activity concerning personal information, such as the collection, receipt, recording, storage, updating, alteration, use, distribution, erasure, or destruction of the information.

2.4 **“POPIA”** means the Protection of Personal Information Act (Act 4 of 2013) and its Regulations.

2.5 **“We” / “us” / “our” / “the Practice”** refers to Sonia Roux Sielkundige Dienste.

2.6 **“Website”** means the website of the Practice, namely <https://www.srsd.co.za/>.

2.7 **“You” / “your”** refers to the data subject (i.e., the person or entity) whose personal information is processed by the Practice.

3. About the Practice

The Practice provides counselling psychology services to patients. The Practice is subject to various laws and ethical rules of the Health Professions Council of South Africa (“HPCSA”) protecting the privacy and confidentiality of patients.

Contact details of the Practice:

Physical and Postal Address: 116 Nuffield Street, Rietondale, Pretoria, 0084

Telephone Number: 071 999 3331

Email: admin@srsd.co.za

Website: <https://www.srsd.co.za/>

4. Information and Deputy Information Officers of the Practice

The Information Officer of the Practice is:

Name: Sonia Roux

Email: sonia@srsd.co.za

Telephone: 082 511 1911

The Deputy Information Officer of the Practice is:

Name: Shayne Cramer

Email: shayne@srsd.co.za

Telephone: 082 511 1900

5. Our Commitment

We understand that your personal information is important to you and that you may be anxious to disclose it. Your privacy and the security of your information are just as important to us and we want to ensure you understand how your information will be processed. We take this commitment to look after your personal information seriously. We will, therefore, only process your personal information, which includes collecting, using, storing, or disclosing such information, as permitted by law or otherwise with your consent. We will always strive to keep your information confidential. We have implemented several processes to ensure that your personal information is used correctly. We will, therefore, only -

- collect the necessary personal information;
- use personal information for the purposes specified in this Privacy Policy and our consent form unless you are advised otherwise;
- keep personal information that we need for lawful purposes; and
- share your personal information as specified in this Privacy Policy and our consent form and permitted by law or otherwise as agreed with you.

6. When providing Information about Others

You must make sure that if you provide personal information about any individual (such as a parent or child) or entity to us, you may lawfully do so (e.g., with their consent). We will accept that you may share the information with us lawfully. You should ensure that the persons (or entities) whose information is shared, understand how we will use and disclose their information. This is also set out in this Privacy Policy.

7. Purposes of Processing Personal Information

We generally process your personal information for the following purposes:

- to conduct and manage the Practice lawfully, including administering the Practice and claiming and collecting payment for services rendered from responsible persons/entities;
- for treatment and care of patients;
- for career counselling of patients;
- for communication purposes (e.g., reminders of patient appointments);
- for the maintenance of Practice records, including patients' medical records and employee records;
- for employment/contracting and related matters of employees and healthcare practitioners;
- for reporting to persons and bodies, including referring practitioners, as required and authorised by you or the law;
- for historical, statistical, and research purposes;
- to enforce the rights of the Practice; and/or
- for any other lawful purpose related to the Practice.

8. Collection of Personal Information

General

We collect personal information about you which is necessary. We may collect personal information about you, which is publicly available. We may also collect personal information from other sources, when it is, for example, not possible to obtain the information directly from you or to protect your legitimate interests (such as ensuring your safety).

Patients

Information collected about patients or persons who may act on their behalf is necessary to enable patients to receive psychological services from our Practice. Other healthcare practitioners whom patients have consulted may also provide us with healthcare and other personal information about patients. We will only collect such information if you have given us written permission.

Healthcare Practitioners

Information collected about healthcare practitioners who provide services at the Practice is necessary to ensure that these practitioners may lawfully provide services to patients and to ensure the safety of patients.

Employees

Information collected about employees of the Practice is necessary for employment purposes and to ensure the safety of patients, the Practice and other third parties, including their property.

Others

Information collected about other third parties is necessary for the supply of goods and services to the Practice, referrals to the Practice and other engagements, the lawful conduct of the Practice and compliance with the law.

9. Personal Information Processed

Several laws permit the processing of personal information of patients such as the National Health Act, the Health Professions Act, POPIA and the Medical Schemes Act. Employment and labour laws permit the processing of employees' information.

Patients

We generally process the following personal information about patients, if necessary, and retain it as part of our records:

- Contact or other identifying information, such as your name, address, telephone number, date of birth/identity number, age, gender, nationality, home language, marital status and correspondence;
- Health information, including health status, medical history, medication and other information received from referring and other treating healthcare practitioners, psychometric test results;
- Family doctor's name;

- School and school subject information;
- Potential career choices;
- Occupation;
- Employer;
- Contact details and other relevant information about next-of-kin, the persons who may provide consent on behalf of patients and those responsible for the payment of accounts including details of the patient's medical scheme;
- Accounts and payment details;
- Correspondence; and
- Any other information recorded on patient documentation, such as consent forms.

Employees, Healthcare Practitioners at the Practice and Job Applicants

We generally process the following personal information about healthcare practitioners providing services at the Practice, employees and job applicants, if necessary, and retain it as part of our records:

- Names and contact details, title, identity number/date of birth, HPCSA/statutory council number, position or role in the practice, nationality, gender, race, qualifications, specialisation, professional registration-related information, interests and other information included on CVs;
- Relevant medical and disability information;
- Employment-related information, including information to comply with tax and other applicable laws;
- Bank details;
- Professional indemnity cover;
- Vetting reports (qualifications and criminal records) and references of job applicants;
- Next-of-kin information;
- Correspondence;
- Health and safety-related incidents; and
- Information about the services they provided to patients and the Practice.

Referring and Treating Healthcare Practitioners

We generally process the following personal information about healthcare practitioners who refer patients to us or who have treated the patients, if necessary, and retain it as part of our records:

- Names and contact details, titles, qualifications and practice code numbers;
- Registered professions, interests and other information included on letterheads/referral notes; and
- Correspondence.

Suppliers, Vendors and Other Third Parties

We generally process the following personal information about suppliers, vendors and other third parties (including medical scheme, schools, regulators and next-of-kin of patients, and persons responsible for the payment of accounts), if necessary, and retain it as part of our records:

- Person/entity's name and contact details;
- Names, titles and contact details of relevant persons/office bearers;
- Agreements and related information;
- Practice code numbers;
- Invoices;
- Official documentation, including newsletters and statements;
- Market information; and
- Correspondence.

We may collect and process other personal information of data subjects than what is stated above subject to the provisions of the law if it is required in the circumstances.

10. Consent

Where you consent to the processing of your personal information, you may withdraw your consent at any time. This does not affect information that we have already processed. If you withdraw your consent, we will only process your information as permitted by law. This may impact the services that you require from us. This will be discussed with you at the time, if necessary.

11. Objection to Processing

When we process your personal information to protect your legitimate interests or based on the legitimate interests of the Practice or those of a third party to whom we supply the information, you may object, if it is reasonable to do so in the circumstances. This must occur on a specific form, which is available at reception/from the Information or Deputy Information Officer. This does not affect your personal information that we have already processed. If you object and we agree with your objection, your personal information will only be processed as permitted by law.

12. Sharing of Personal Information

We will share the personal information of data subjects in general with the following persons and entities if it is necessary and lawful in the circumstances:

- Law enforcement and government agencies or other related third parties: From time to time, we may be required to provide personal information to a third party to comply with a subpoena, court order, government investigation, reporting obligation, or another legal process. If we disclose your personal information in this way, we will reasonably attempt to provide you with advance notice, unless we are prohibited from doing so;
- Corporate transactions: If we become insolvent or are involved in a merger, acquisition, reorganisation, or sale of all or a portion of our Practice or assets, we may share or transfer your personal information as part of such corporate transaction;
- Our administrative staff (as may be required as part of their roles and functions at the Practice);
- Our clinical staff to provide you with the required clinical services;
- Service providers to the Practice (such as our IT and billing service providers) who assist us with the management of our Practice - only if it is necessary, subject to confidentiality undertakings and legislation protecting the privacy of your personal information;
- Our Practice's accountant and/or auditor;
- Professional advisers (including legal advisers) of the Practice; and
- Our insurers (including professional indemnity cover providers), if required in the unlikely event of a claim.

Specific sharing of the personal information may include –

Patient information to:

- Treating/referring practitioners,
- Persons who may lawfully act on their behalf and those who are responsible for paying their accounts (such as parents of minor patients),
- Next-of-kin, and
- Debt collectors or attorneys, if we must collect outstanding accounts.

Employees, Healthcare Practitioners of the Practice and Job Applicants to:

- Next-of-kin in emergencies,
- Patients,
- Vetting and recruitment agencies (if applicable),
- Banks,
- Professional societies,
- Peer review bodies,
- Associated schools,
- The public (information on the Practice's website).

Referring and Treating Healthcare Practitioner information:

- Patients and persons who may act on their behalf.

Suppliers, Vendors and Other Third Parties

- Banks,
- Patients, and
- Debt collectors or attorneys, if we must collect outstanding accounts.

13. Record-Keeping

We keep records of your personal information for as long as it is necessary for lawful purposes related to the conducting of our Practice, including providing treatment and care to patients, complying with legal obligations, resolving complaints, attending to litigation if instituted against the Practice, enforcing agreements and for historical, statistical and research purposes subject to the provisions of the law.

14. Information Sent Across the Borders of the Republic of South Africa

We process and store your information in records within the Republic of South Africa. If we must provide your personal information to any third party in another country, we will obtain your prior consent unless such information may be lawfully provided to that third party.

15. Security of Your Personal Information

We are committed to ensuring the security of your personal information to protect it from unauthorised processing and access as well as loss, damage, or unauthorised destruction. Cybercrime is, however, rife and escalating. There are inherent risks when information is stored or transmitted electronically (e.g. by email). We will take all reasonable steps to protect your personal information. We have implemented and will continually review and update our security measures to ensure the integrity, and confidentiality of your information following industry best practices. These measures include the physical securing of the offices where information is held, access control to electronic records, off-site data back-ups, and stringent policies concerning electronic records. In addition, only those employees and service providers who require access to your information to discharge their functions and to render services to us are granted access to your information. They must conclude agreements with us or provide undertakings regarding the security and confidentiality of the information before they are granted access. We will inform you and the Information Regulator if any person has obtained unlawful access to your personal information, subject to the provisions of the law.

16. Right to Access Personal Information

You have the right to request access to your personal information/records and the identities of the third parties to whom we supplied your information. Your right is not unlimited. The law imposes certain restrictions on this right. If you wish to exercise this right, you must complete a specific form, available at reception/from the Information Officer. Costs may apply to your request. The receptionist or Information or Deputy Information Officer can provide you with further information. You should also consult our PAIA Manual.

17. Accuracy of Personal Information

We must always have accurate information about you on record as it could impact communication with you, which might be important for your health and our efficient service to you if you are a patient. You must therefore inform us as soon as any of your information has changed. You may also request us to correct or delete any information. Such a request must be made in writing on a specific form, which is available at reception or from the Information or Deputy Officer. You must provide sufficient detail to identify the information and the correction or deletion required. Information will only be corrected or deleted, if we agree that the information is incorrect or should be deleted. It may not be possible to delete

the information if we may lawfully retain it. Please enquire at reception or contact the Information or Deputy Information Officer to discuss how we can assist you with your request. If we correct any information and the corrected information will impact any decision made or to be made about you, we will send the corrected information to persons to whom the information has been disclosed in the past if they should be aware of the changed information.

18. Changes to the Privacy Policy

We reserve the right in our sole and absolute discretion, to revise or supplement this Privacy Policy from time to time to reflect changes related to the processing of personal information or the law. We will publish the updated Privacy Policy on our website. It will also be available at reception. You should always make sure that you have read the latest version of the Policy. **It is your responsibility to make sure you are satisfied with any changes before continuing to use our services.** If you have any questions concerning this Policy, please contact our Information or Deputy Information Officer.

19. Concerns and Complaints

All enquiries, requests, or concerns regarding this Policy or relating to our processing of your personal information should be addressed to the Information or Deputy Information Officer. You may also complain to the Information Regulator at POPIAcomplaints.IR@infoeregulator.org.za (violation of personal information) or PAIAcomplaints.IR@infoeregulator.org.za (access to record requests). We would appreciate it if you would allow us to consider your request or complaint before you approach the Information Regulator.

20. Law Applicable to the Privacy Policy

This Privacy Policy is governed by the laws of the Republic of South Africa and is subject to the jurisdiction of the South African courts.