

## PRIVACY POLICY

dr hester van der walt

weskus pediatrie / west coast paediatrics

21 voortrekker str, vredenburgh, 7380; tel 0227135149, [www.pediater.co.za](http://www.pediater.co.za)  
pr 0377597, mp 0279102, sama 11741, vat 4530258856, registration 2013/207395/21

## PRIVACY POLICY

### WESKUS PEDIATRIE / WEST COAST PAEDIATRICS [THE PRACTICE]

11 July 2021

#### 1. INTRODUCTION

***CONFIDENTIALITY IS CENTRAL TO TRUST.***

***TRUST ENABLES US TO IMPROVE YOUR HEALTH.***

- 1.1. This confidentiality is between us and you, whether you are the parent or guardian of a patient or the patient, which in our case are mostly children; or our employees or any other personal entity we relate with – **without confidentiality there can be no righteous, legal, or meaningful interaction.**
- 1.2. This policy must be read with any policies of and contracts or agreements entered into with the Practice [WESKUS PEDIATRIE – WP], whether verbal or otherwise.
- 1.3. We respect your Private information [PI] and as a professional Christian Medical Practice have been doing that as a matter of fact under the dictate of our [Creator](#) and as stipulated by various Acts of Parliament of which the [National Health Act 2003](#) [NHA](Act No. 61 of 2003) is the most well-known. The [Health Professions Act, 1974](#) [HPA] has similar provisions regarding Personal Information.
- 1.4. Chapter 2 of the NHA sets out the rights and duties of users and healthcare personnel and has specific provisions dealing with:
  - 1.4.1. Confidentiality
  - 1.4.2. Access to health records
  - 1.4.3. Consent to disclosure of health information pertaining to patients.
- 1.5. Other Acts and Regulations as well as Codes of Conduct regulate our relationship with most other Data Subjects [DS].
- 1.6. The Health Professions Council Of South Africa, the Controlling Body of South African Health Care Professionals, has issued a document regarding the Confidentiality of Personal Information which serves as a good guideline and [standard](#).
- 1.7. The latest variant of laws dealing with the safeguarding and minimum standards for the processing of personal or Private Information, is the Protection Of Personal Information Act [POPIA], Act 4 of 2013.
- 1.8. Although **Weskus Pediatrie** is already under a legal and professional duty to maintain the confidentiality of patient health information in terms of the **NHA** and **HPA**. **POPIA** continues this obligation, while strengthening the legislative framework for data privacy and protection.
- 1.9. This policy is about the way we treat YOUR private/personal information according to POPIA; yet the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), which can be described as POPIA's 'sister' Act again controls ACCESS to your Personal Information – will also be mentioned here, both concern Personal Information [PI].
- 1.10. **Please remember that we will never use any of your Personal Information for any other purpose than which you have specifically consented with us – yet there are exceptions! The exceptions, i.e. where consent is not required include:**

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- 1.10.1. To carry out actions to conclude or perform a contract to which the data subject [the patient or employee etc] is a party
  - 1.10.2. To comply with an obligation imposed by law, for instance in terms of the Promotion of Access to Information Act, 2000
  - 1.10.3. To protect the legitimate interests of a data subject
  - 1.10.4. For proper performance of a public law duty by a public body
  - 1.10.5. To pursue legitimate interests of other responsible parties or third parties to whom the information was supplied.
2. But why is this necessary?
- 2.1. Keep in mind that for instance POPIA covers all sectors of society, public and private, the Health Sector is just one of them.
  - 2.2. Over the last decades with especially the expansion of the internet an individual's personal information has become increasingly freely available and as such exploited by organisations and individuals mostly motivated by monetary greed or other deviant character traits.
  - 2.3. This has led to Personal Information becoming a high value asset, the attainment of which, by whatever means, becoming more lucrative by the day.
  - 2.4. To control this obvious invasive and unethical trend governments and international organisations have been forced into creating a plethora of rules and laws, some dealing with only [Personal Information](#) which go under different names like the [GDPR](#) in the European Union, [CCPA](#) in the United States, [Lei Geral de Proteção de Dados Pessoais LGPD](#) in Brazil, and last but not least our very own [Protection of Personal Information Act \[POPIA\]](#) in South Africa – although slightly different, especially when it comes to terminology and scope, they all have one common aim, protecting the individual's data. Remember **POPIA** concerns the **PROTECTION** of Personal Information whereas the other act, the **Promotion of Access to Information Act [PAIA]**, 2000 (Act No. 2 of 2000), manages **ACCESS** to your Personal Information. **The WP PAIA Manual which covers this is [here](#).**
  - 2.5. As all these regulations have a huge impact on international business it is easy to see why all major, and later even minor geographical and economic-political entities will be required into enforcing like-minded legislation.
  - 2.6. As mentioned earlier, apart from legislation such as **PAIA** and **POPIA**, Weskus Pediatrie under the leadership of Dr Hester van der Walt is also bound by the [Guidelines of the Health Professions Council of South Africa \[HPCSA\]](#).
3. The pillars of lawful processing of Personal Information [PI] in terms of POPIA – all PI collected and processed must be tested against these!
- 3.1. Purpose specific
    - 3.1.1. PI must be collected from the Data Subject [DS] for a clearly stated lawful purpose which must be communicable to the DS [entity or person the PI or data is from] and the DS must have consented.
    - 3.1.2. This excludes any vague and broad kind of consent to the processing of PI.
  - 3.2. Processing limitation
    - 3.2.1. Only the required PI must be collected – nothing more.
    - 3.2.2. Justifiable reasons for this collection must be given.
    - 3.2.3. The data must be collected from the DS or a legally authorized person – in the case of children the legal guardian like the parent.

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3.2.4. Informed consent must be provided by the DS for the processing of special PI [see definitions following]

### 3.3. Further processing limitations of PI

3.3.1. Collection of additional information must be linked to a specific lawful purpose and the further processing must be compatible with this purpose, in other words the processing must be adequate, relevant, and not excessive.

3.3.2. Or where it is necessary to prevent threat to public health or safety or the life or health of the DS/Patient.

3.3.3. The PI may only be retained for a specific period related to that purpose or as otherwise prescribed by law.

### 3.4. Information quality

3.4.1. PI must be

3.4.1.1. Complete

3.4.1.2. Correct

3.4.1.3. Up to date

3.4.1.4. Not misleading

### 3.5. Openness

3.5.1. The DS must be notified

3.5.1.1. That the PI is being collected

3.5.1.2. Why the PI is being collected

3.5.1.3. How long it will be retained

3.5.1.4. How their PI is safeguarded

3.5.1.5. Their rights regarding their PI

### 3.6. Individual participation

3.6.1. The DS must be informed regarding the rights as well as the process in which they may gain access to their PI.

3.6.2. The DS must be informed regarding the rights as well as the process in which they may correct and update their PI.

3.6.3. The DS must be informed regarding the rights as well as the process in which they may request deletion or scrapping of their PI.

### 3.7. Retention standards

3.7.1. PI must only be retained for as long as the purpose for which it was collected/given.

3.7.2. The DS must be informed regarding this retention period.

3.7.3. The DS must be informed regarding the process of destruction of the PI.

3.7.4. Kindly note that there are different periods according to different Laws in terms which PI must be retained before destruction.

### 3.8. Accountability

3.8.1. Responsibility regarding PI at Weskus Pediatrie [WP] finally rests with the Information Officer [IO] Dr Hester van der Walt [[popia@pediater.co.za](mailto:popia@pediater.co.za)]. She has been appointed as IO and has been trained. She is the Sole Proprietor of Weskus Pediatrie, a Specialist Paediatric Practice.

3.8.2. Responsibility also rests with the Deputy Information Officer [DIO] of Weskus Pediatrie, Gabriel Smit [[popia@pediater.co.za](mailto:popia@pediater.co.za)] who assists with the training and practical application of POPIA and PAIA related matters at Weskus Pediatrie.

3.8.3. WP has completed a PI Impact Assessment

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3.8.4. Any cross-border PI transfer of WP is compliant with POPIA. Where cross-border transfer must be made to territories with no recognized PI protection legislation prior permission will be obtained from the Information Regulator of POPIA.

3.8.5. POPIA training and conscientization is an ongoing process at WP.

3.8.6. In short, WP is POPIA compliant

**In the end POPIA and PAIA must rather be seen as a way and process of doing the right thing than policing acts. Practically applied they must be seen as the ethical and moral correct way of treating others with the dignity and respect due to them – strengthening a culture of mutual trust and deference.**

#### **4. SOME TERMINOLOGY AND DEFINITIONS- [the important ones regarding our relationship with you are in red]**

As we are all affected by POPIA [the Act] we shall use its terminology – it might be slightly different from what we are used to, but in order for us to all be on the same page, so to speak, let's do it.

Most of this is straight from the Act and may sound 'legalese' but we will revert to ordinary language straight thereafter. Some references herein are to the Act which is [here](#). We will use acronyms where indicated.

##### **4.1. "biometrics"**

4.1.1. means a technique of personal identification that is based on physical, physiological or behavioural characterisation including blood typing, fingerprinting, DNA analysis, retinal scanning and voice recognition;

##### **4.2. "child"**

4.2.1. means a natural person under the age of 18 years who is not legally competent, without the assistance of a competent person, to take any action or decision in respect of any matter concerning him- or herself;

##### **4.3. "code of conduct"**

4.3.1. means a code of conduct issued in terms of Chapter 7;

##### **4.4. "competent person"[CP]**

4.4.1. means any person who is legally competent to consent to any action or decision being taken in respect of any matter concerning a child;

##### **4.5. "consent"**

4.5.1. means any voluntary, specific and informed expression of will in terms of which permission is given for the processing of personal information; [in as far as possible consent must be written]

##### **4.6. "Constitution"**

4.6.1. means the [Constitution of the Republic of South Africa](#), 1996;

##### **4.7. "data subject" [YOU, THE PATIENT OR EMPLOYEE OR PROSPECTIVE PATIENT OR EMPLOYEE- DS]**

4.7.1. means the person to whom personal information relates;

##### **4.8. "de-identify",**

4.8.1. in relation to personal information of a data subject, means to delete any information that—

4.8.2. identifies the data subject;

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- 4.8.3. can be used or manipulated by a reasonably foreseeable method to identify the data subject; or
- 4.8.4. can be linked by a reasonably foreseeable method to other information that identifies the data subject,
- 4.8.5. and **“de-identified”**
- 4.8.6. has a corresponding meaning;
- 4.9. “direct marketing”**
  - 4.9.1. means to approach a data subject, either in person or by mail or electronic communication, for the direct or indirect purpose of –
  - 4.9.2. promoting or offering to supply, in the ordinary course of business, any goods or services to the data subject; or
  - 4.9.3. requesting the data subject to make a donation of any kind for any reason;
- 4.10. “electronic communication”**
  - 4.10.1. means any text, voice, sound or image message sent over an electronic communications network which is stored in the network or in the recipient’s terminal equipment until it is collected by the recipient;
- 4.11. “enforcement notice”**
  - 4.11.1. means a notice issued in terms of section 95;
- 4.12. “filing system”**
  - 4.12.1. means any structured set of personal information, whether centralised, decentralised or dispersed on a functional or geographical basis, which is accessible according to specific criteria;
- 4.13. “information matching programme”**
  - 4.13.1. means the comparison, whether manually or by means of any electronic or other device, of any document that contains personal information about ten or more data subjects with one or more documents that contain personal information of ten or more data subjects, for the purpose of producing or verifying information that may be used for the purpose of taking any action in regard to an identifiable data subject;
- 4.14. “information officer”** [IN OUR CASE DR HESTER VD WALT, [popia@pediater.co.za](mailto:popia@pediater.co.za) - IO]
  - 4.14.1. of, or in relation to, a—
  - 4.14.2. public body means an information officer or Deputy Information Officer [IN OUR CASE GABRIEL SMIT, [popia@pediater.co.za](mailto:popia@pediater.co.za) - DIO] as contemplated in terms of section 1 or 17; or
  - 4.14.3. private body means the head of a private body as contemplated in section 1, of the [Promotion of Access to Information Act](#);
- 4.15. “Minister”**
  - 4.15.1. means the Cabinet member responsible for the administration of justice;
- 4.16. “operator”** [FOR INSTANCE OUR ACCOUNTANTS OR DEBT COLLECTORS]
  - 4.16.1. means a person who processes personal information for a responsible party in terms of a contract or mandate, without coming under the direct authority of that party;
- 4.17. “person”**
  - 4.17.1. means a natural person [LIVING!] or a juristic person;
- 4.18. “personal information”**

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- 4.18.1. means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to—
  - 4.18.2. information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
  - 4.18.3. information relating to the education or the medical, financial, criminal or employment history of the person;
  - 4.18.4. any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
  - 4.18.5. the biometric information of the person;
  - 4.18.6. the personal opinions, views or preferences of the person;
  - 4.18.7. correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
  - 4.18.8. the views or opinions of another individual about the person; and
  - 4.18.9. the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person;
- 4.19. “prescribed”**
- 4.19.1. means prescribed by regulation or by a code of conduct;
- 4.20. “private body”** means—
- 4.20.1. a natural person who carries or has carried on any trade, business or profession, but only in such capacity;
  - 4.20.2. a partnership which carries or has carried on any trade, business or profession; or
  - 4.20.3. any former or existing juristic person, but excludes a public body;
- 4.21. “processing” [THIS IS ANYTHING WE DO WITH DATA]**
- 4.21.1. means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including—
  - 4.21.2. the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
  - 4.21.3. dissemination by means of transmission, distribution or making available in any other form; or
  - 4.21.4. merging, linking, as well as restriction, degradation, erasure or destruction of information;
- 4.22. “professional legal adviser”**
- 4.22.1. means any legally qualified person, whether in private practice or not, who lawfully provides a client, at his or her or its request, with independent, confidential legal advice;
- 4.23. “Promotion of Access to Information Act” [PAIA – THE OTHER SIDE OF THE ‘INFORMATION COIN’ – THE ONE IS ‘PROTECTION’ THIS ONE IS ‘ACCESS’]**
- 4.23.1. means the [Promotion of Access to Information Act](#), 2000 (Act No. 2 of 2000);
- 4.24. “public body”**
- 4.24.1. means—any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or

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4.24.2. any other functionary or institution when—

4.24.3. exercising a power or performing a duty in terms of the Constitution or a provincial constitution; or

4.24.4. (ii) exercising a public power or performing a public function in terms of any legislation;

### **4.25. “public record”**

4.25.1. means a record that is accessible in the public domain and which is in the possession of or under the control of a public body, whether or not it was created by that public body;

### **4.26. “record”**

4.26.1. means any recorded information—

4.26.2. regardless of form or medium, including any of the following:

4.26.3. Writing on any material;

4.26.4. (ii) information produced, recorded or stored by means of any tape-recorder, computer equipment, whether hardware or software or both, or other device, and any material subsequently derived from information so produced, recorded or stored;

4.26.5. (iii) label, marking or other writing that identifies or describes any thing of which it forms part, or to which it is attached by any means;

4.26.6. (iv) book, map, plan, graph or drawing;

4.26.7. (v) photograph, film, negative, tape or other device in which one or more visual images are embodied so as to be capable, with or without the aid of some other equipment, of being reproduced;

4.26.8. in the possession or under the control of a responsible party;

4.26.9. whether or not it was created by a responsible party; and

4.26.10. regardless of when it came into existence;

### **4.27. “Regulator”**

4.27.1. means the Information Regulator [IR] established in terms of section 39;

### **4.28. “re-identify”,**

4.28.1. in relation to personal information of a data subject, means to resurrect any information that has been de-identified, that—

4.28.2. identifies the data subject;

4.28.3. can be used or manipulated by a reasonably foreseeable method to identify the data subject; or

4.28.4. can be linked by a reasonably foreseeable method to other information that identifies the data subject, and “re-identified” has a corresponding meaning;

### **4.29. “Republic”**

4.29.1. means the Republic of South Africa;

### **4.30. “responsible party” [THE PRACTICE, WESKUS PEDIATRIE - WP]**

4.30.1. means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal information;

### **4.31. “restriction”**

4.31.1. means to withhold from circulation, use or publication any personal information that forms part of a filing system, but not to delete or destroy such information;

### **4.32. “special personal information” [IMPORTANT!]**



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**4.32.1. means personal information as referred to in section 26; it includes religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information [INFORMED CONSENT IS NECESSARY TO PROCESS THIS INFORMATION]**

### **4.33. “this Act”**

4.33.1. includes any regulation or code of conduct made under this Act [POPIA]; and

### **4.34. “unique identifier”**

4.34.1. means any identifier that is assigned to a data subject and is used by a responsible party for the purposes of the operations of that responsible party and that uniquely identifies that data subject in relation to that responsible party.

## **5. In What Follows We Will Wherever Possible Adhere to The Definitions as Set Out Above.**

### **5.1. What Kind of Personal Information Do We Collect?**

5.1.1. This Practice collects the minimum PI of the Patient and his/her Parents or Legal Guardian [or employee or prospective employee] to enable us not only to treat the patient [interact with employee/would be employee] but also fulfil any legal obligations in as far as third parties are concerned or for other legal and accounting purposes.

5.1.2. Weskus Pediatrie, the Practice, is the responsible party as defined above. In the case where we have to provide another party [like another doctor/ laboratory] with any of your data in order for them to further process it, that party is called the ‘operator’ – also defined above. This practice will have an agreement in place with the operator ensuring the operator’s adherence to POPIA.

5.1.3. Apart from data we collect directly from you personally third parties may provide us with further data on you for us to further your specific medical interests for which you approached us in the 1<sup>st</sup> place.

5.1.4. By virtue of entering our premises you are also informed, and consenting to be videotaped as part of our CCTV security systems – data recorded includes your face and car registration number – this is for your and our own protection. Latter data is only accessed in cases of emergency and is destroyed on a periodic basis.

### **5.2. We process the following personal information of you and retain it as part of our records:**

5.2.1. Name, identity number, date of birth, age, contact details, address, nationality and gender;

5.2.2. Name and contact details of next-of-kin or legal guardian;

5.2.3. Health status and disability;

5.2.4. Funder (e.g. medical scheme) information;

5.2.5. Diagnostic information;

5.2.6. Medical services provided including copies of scripts;

5.2.7. X-ray or other medical images and reports and photographs where necessary for diagnostic or treatment purposes;

5.2.8. Pathological Records;

5.2.9. Billing and payment detail and history;

5.2.10. Patient documentation, which includes consent forms, invoices and correspondence with us.

5.2.11. In certain instances, you may object to the processing of your personal information, if it is reasonable to do so, unless we may do so in terms of the law. This objection



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must occur in the form prescribed by POPIA. If you object and we agree with your objection, your personal information will only be processed as provided for in the law. If you exercise this right and, if the circumstances make it reasonable and lawful for us to do so, we may terminate our relationship with you.

### **5.3. What do we need Your Personal Information for?**

5.3.1. To respond to your questions, send you information about our services, verify your identity and provide you with our services.

### **5.4. How do we gather Personal Information from you or someone under your legal dominion?**

5.4.1. Primarily through forms you complete at the practice or are legally completed on behalf of a minor by a Competent Person, in the case of a patient; and where an employee or jobseeker is concerned in the information being provided in the CV or employment contract.

5.4.2. If you have been a patient or used our services or specifically requested us to get in touch with you.

5.4.3. Data you provide voluntarily during consultations or over any electronic media, i.e. telephonic, web site, FaceBook, WhatsApp or other social media and e-mail etc.

5.4.4. When you provide information about another person or entity, we accept that you have their consent in terms of POPIA and that you are legally entitled to share this information.

5.4.5. Kindly note that any interaction between this Practice and you creates data and that the confidentiality of personal information during any contact from your side over insecure modes, here with specific reference to electronic communication, could be compromised and that this practice cannot be held liable for information thus being obtained by third parties.

5.4.6. Furthermore, it must be noted that although this practice has made provision for data security, both physical and electronic, no data communication is 100% secure.

### **5.5. How Do We Use, Or Process Your Personal Information? You Are Again Reminded That Your Consent in Processing Your Personal Information Lies at The Foundation Of Using It!**

5.5.1. We send administrative information to you and use it for internal administrative purposes in order to provide you with the best possible service.

5.5.2. We respond to your inquiries and use it to make appointments and remind you of such as well as inoculations, check-ups, consultations, and sundry medical services.

5.5.3. Update our records and keep your contact details up to date.

5.5.4. To engage in our contractual relationship with you and to comply with our legal obligations towards yourself or third parties which include Medical Aid Scheme Administrators, Pathology Laboratories, and other Health Care Practitioners.

5.5.5. Here we would like to draw your attention to the fact that you may request us to be informed of what data we do have on you, also do you have a right to request the scrapping of part or all of the data we have on you. The latter actions are all subject to and limited by laws that govern our legal responsibilities regarding your data.

5.5.6. We will not retain your data longer than required by law.

### **5.6. What Kind of Security Do We Provide For Your Personal Information?**

5.6.1. We are legally obliged to provide adequate protection for your personal information in our possession and to prevent or discourage unauthorized access and use of it.

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5.6.2. Measures in place at the practice include electric fencing, CCTV coverage, armed security services, safe storage, controlled access, alarms and fire protection, password protected servers, up to date malware and virus protection as well as encrypted cloud storage and email.

5.6.3. Regarding security on our web site we refer you to our treatment of cookies at [www.pediater.co.za](http://www.pediater.co.za) furthermore the Privacy Policy of our Internet Service Provider, hosting the domain pediater.co.za, is [here](#).

5.6.4. The disclaimer on our web site refers to our policy regarding external links, [kindly see here](#).

5.6.5. Our security controls and related processes are constantly under review for this purpose.

5.6.6. Our security policies also cover the Retention and disposal of information, Investigating and reacting to data breaches, Access to personal information and Secure communications;

5.6.7. We ensure that anyone to whom we pass your personal information contracts to treat your information with the same level of protection as we are required to as per Operator Agreement.

5.6.8. When we contract with third parties [operators], we impose per contract appropriate security, privacy, and confidentiality responsibilities on them to safeguard that your personal information is handled in terms of POPIA.

### 5.7. Accuracy of Your Personal Information

5.7.1. The onus is by law on you to provide us with any change in your Personal Information in order to keep our records up to date.

### 5.8. What rights do you have regarding your Personal Information we keep?

5.8.1. Your principal rights under POPIA are:

- 5.8.1.1. the right to access - you can ask for copies of your personal data;
- 5.8.1.2. the right to rectification - you can ask us to rectify inaccurate personal data and to complete incomplete personal data;
- 5.8.1.3. the right to erasure - you can ask us to erase your personal data;
- 5.8.1.4. the right to object to further processing - you can object to the processing of your personal data;
- 5.8.1.5. the right to complain to a supervisory authority - you can complain about our processing of your personal data; and
- 5.8.1.6. the right to withdraw consent - to the extent that the legal basis of our processing of your personal data is consent, you can withdraw that consent.

5.8.2. These rights are subject to certain limitations and exceptions.

5.8.3. You may exercise any of your rights in relation to your personal data [by written notice to us at [popia@pediater.co.za](mailto:popia@pediater.co.za)].

### 5.9. International transfers of your personal data

5.9.1. We may transfer your personal data from South Africa across borders with your prior written consent or even without it in case of a medical emergency or where it is clearly to the medical benefit of the DS.

5.9.2. We will make an adequacy determination with respect to the data protection laws of the relevant country. Transfers to the relevant country will be protected by appropriate safeguards, namely the use of standard data protection clauses adopted

## PRIVACY POLICY

dr hester van der walt

weskus pediatrie / west coast paediatrics

21 voortrekker str, vredenburgh, 7380; tel 0227135149, [www.pediater.co.za](http://www.pediater.co.za)  
pr 0377597, mp 0279102, sama 11741, vat 4530258856, registration 2013/207395/21

or approved by the competent data protection authorities in that country. We will provide you with a copy or a link to it.

### 6. Amendments

6.1. We may update this policy from time to time by publishing a new version on our website.

6.2. You should check the relevant page occasionally to ensure you are happy with any changes to this policy.

### 7. Concerns and Complaints about the Processing of Your Personal Information

7.1. All enquiries, requests or concerns regarding this Policy or relating to the processing of your personal information should be addressed to the [Information Officer](#). If you believe that we process your personal information contrary to this Privacy Policy or in contravention of the law, please contact the [Information Officer](#) immediately.

7.2. You may also lodge a complaint with the Information Regulator at [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za) / +27 (0)10 023 5207 / +27 (0)82 746 4173.

# END