

Privacy Policy

ANDRE PEACH INCORPORATED (PRACTICE NUMBER 2807122)

THE PROTECTION OF PERSONAL INFORMATION ACT CUSTOMER PRIVACY NOTICE

This Notice explains how we obtain, use, and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act (“POPIA”).

At ANDRE PEACH INC. we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully, and transparently.

About the Company

Dr André Peach (André Peach Inc.)

The information we collect

We collect and process your personal information mainly to contact you for the purposes of understanding your requirements and delivering services accordingly. For this purpose, we will collect contact details including your name and organisation.

We collect information directly from you where you provide us with your personal details. Where possible, we will inform you what information you are required to provide to us and what information is optional.

Website usage information may be collected using “cookies” which allows us to collect standard internet visitor usage information.

All information collected will be treated and remain in a secure environment in terms of the POPIA prescriptions and will be used only for the purposes described herein and which purposes are allowed in the POPIA such as historical, research and statistical purpose and to ensure that service delivery to you as the owner of the Personal Information is enhanced.

How we use your information

We will use your personal information only for the purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained for legal and **historical, research and statistical** purposes.

For example:

- To gather contact information.
- To confirm and verify your identity or to verify that you are an authorised user for security purposes.
- For the detection and prevention of fraud, crime, money laundering or other malpractice.
- To conduct market or customer satisfaction research or for statistical analysis.
- For audit and record keeping purposes.
- In connection with legal proceedings.
- Disclosure of third party contact information for emergency contact purposes.

Disclosure of information

We may disclose your personal information to our service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with the privacy requirements as required by the POPIA.

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.

Information Security

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorized access and use of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure.

Our security policies and procedures cover:

- Physical security.
- Computer and network security.
- Access to personal information.
- Secure communications.
- Security in contracting out activities or functions.
- Retention and disposal of information.
- Acceptable usage of personal information.
- Governance and regulatory issues.
- Monitoring access and usage of private information.
- Investigating and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy, and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

Your Rights: Access to information

You have the right to request a copy of the personal information we hold about you. All records consists of your personal information, as well as notes and records by the Practitioner which remains the intellectual property of the Practice. The patient will need to complete a requester form stating why the information is required. The request will be submitted together with a consent form to be processed if the request comes through a third party such as an Attorney. We will need a copy of your ID document to confirm your identity before providing details of your personal information.

Please note that any such access request may be subject to a payment of a legally allowable fee.

Correction of your information

You have the right to ask us to update, correct or delete your personal information. We will require a copy of your ID document to confirm your identity before making changes to personal

information we may hold about you. We would appreciate it if you would keep your personal information accurate.

Definition of personal information

According to the Act “**personal information**” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. Further to the POPI Act, André Peach Inc. includes the following items as personal information:

- All addresses including residential, postal, telephone/cell phone numbers and email addresses.
- All changes in Medical aid membership information – please present your membership card for verification.
- Change of name – for which we require copies of the marriage certificate or official change of name document issued by the state department.

How to contact us

If you have any queries about this notice; you need further information about our privacy practices; wish to withdraw consent; exercise preferences or access or correct your personal information, please contact us at the numbers/addresses listed on our correspondence/statements/quotations/SMS notifications.

I hereby confirm that I have read the Privacy Policy and agree to the terms and conditions that my personal information may be used for the purposes as prescribed.

NAME AND SURNAME: _____

ID NUMBER: _____

SIGNATURE: _____

DATE: _____