



GENERAL WEBSITE PRIVACY POLICY

READ THIS POLICY CAREFULLY BEFORE BROWSING THIS WEBSITE OR USING ANY OF OUR SERVICES. YOUR CONTINUED USE OF THIS WEBSITE AND OUR SERVICES INDICATES THAT YOU HAVE BOTH READ AND AGREE TO THE TERMS OF THIS PRIVACY POLICY. YOU CANNOT USE THIS WEBSITE OR OUR SERVICES IF YOU DO NOT ACCEPT THIS POLICY. ALL SECTIONS OF THIS POLICY ARE APPLICABLE TO USERS UNLESS THE SECTION EXPRESSLY STATES OTHERWISE.

1. Privacy Policy

For the purposes of this section, Personal Information will be understood in accordance with the definition provided in the Protection of Personal Information Act 4 of 2013 ("the Act"). We also subscribe to the principles for electronically collecting personal information outlined in the Act, and the further legislation referred to therein. We endeavour to ensure the quality, accuracy, and confidentiality of Personal Information in our possession.

In adopting this Privacy Policy, we wish to balance our legitimate business interests and your reasonable expectation of privacy. Accordingly, we will take all reasonable steps to prevent unauthorised access to, or disclosure of your Personal Information. However, it is impossible to guarantee that your Personal Information shall be 100% secure.

It is Dr Petrie vd Merwe's policy to respect your privacy regarding any information we may collect from you across our website, drpetrievdmerwe.co.za. We only ask for personal information when we truly need it to provide a service to you. We collect it by fair and lawful means, with your knowledge and consent.

In utilising our practice website, using our services or otherwise if your information is submitted to us through online surgery consent forms, the practice, the practice staff and third parties with whom the practice has a contracted relationship, will process your personal information or that of your child/dependant, for the following purposes:

- For the purposes of identifying and / or verifying your or dependent's details;



- Treating and managing you and/or your dependant in terms of a medical specialist-and-patient relationship;
- For further processing or the administration of the contractual relationship between you and the practice;
- For legal or contractual purposes;
- Communicating with other persons in as much as it relates to you and/or your dependant's treatment and management;
- Communicating with third parties for the costs of you and/or your dependant's treatment and management or part thereof including medical schemes and their administrators where relevant;
- For the purposes of recovering unpaid monies and / or any other amount due to the practice;
- For the purpose of debt collection;
- For the purposes of identifying other products and services which might be of interest to you;
- For the purposes of informing you about the practice's products and services;
- Processing is necessary for pursuing the legitimate interest of the practice or the third party to whom the information is supplied.

We only retain collected information for as long as necessary to provide you with your requested service and as may be required by law. What data we store, we'll protect within commercially acceptable means to prevent loss and theft, as well as unauthorized access, disclosure, copying, use or modification.

The practice does not share any personally identifying information publicly or with third-parties, except when required to by law or as needed to provide a service to you.

You are free to refuse our request for your personal information, with the understanding that we may be unable to provide you with some of your desired services.



Your continued use of our website will be regarded as acceptance of our practices around privacy and personal information.

If you have any questions about how we handle user data and personal information, feel free to contact us.

2. Use of practice website

Although Dr Petrie vd Merwe will make reasonable endeavours to ensure that the content on the website is reliable, inaccuracies may occur. It is therefore important that the User acknowledges that:

- use of the website is at own risk;
- the website is provided to the User 'as is'.

The User is furthermore prohibited from:

- placing information, personal or otherwise, on Dr Petrie vd Merwe's website;
- creating additional hyperlinks on Dr Petrie vd Merwe's website;
- deleting, altering and/or amending content on Dr Petrie vd Merwe's website.

3. Hyperlinks

- Our website may link to external sites that are not operated by us. Please be aware that we have no control over the content and practices of these sites and cannot accept responsibility or liability for their respective privacy policies.
- It is the User's responsibility to access the authenticity of any website which may be hyperlinked to Dr Petrie vd Merwe's website.
- The Practice is not responsible for ensuring that hyperlinks are operational.

4. Security

- The User's privacy is very important to Dr Petrie vd Merwe. Any information provided to Dr Petrie vd Merwe is therefore stored on a secure server hosted by Afrihost.
- Dr Petrie vd Merwe does not sell or rent personal information about individual patients (such as name, address, email address, telephone or fax number) to third parties.



5. Legalities

- Dr Petrie vd Merwe's website is hosted, controlled and operated from the Republic of South Africa, and therefore South African law governs the use of the website.
- The Practice shall not be liable for legal costs and expenses incurred by the User to obtain professional advice relating to these terms and conditions.

5. Cookies

- We use cookies. A cookie is a small piece of information stored on your computer or smart phone by the web browser. The two types of cookies used on the Website are described below:
- "Session cookies": These are used to maintain a so-called 'session state' and only lasts for the duration of your use of the Website. A session cookie expires when you close your browser, or if you have not visited the server for a certain period of time. Session cookies are required for the Platform to function optimally, but are not used in any way to identify you personally.
- "Permanent cookies": These cookies permanently store a unique code on your computer or smart device hard drive in order to identify you as an individual user. No Personal Information is stored in permanent cookies. You can view permanent cookies by looking in the cookies directory of your browser installation. These permanent cookies are not required for the website to work, but may enhance your browsing experience.

6. Lodging of complaints

We only process your Personal Information in compliance with this Privacy Policy and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your Personal Information or are unsatisfied with how we have handled your Personal Information, you have the right to lodge a complaint with the Information Regulator:

PAIAComplaints@inforegulator.org.za – should your PAIA request be denied or there is no response from a public or private bodies for access to records you may use this email address to lodge a complaint.



POPIAComplaints@inforegulator.org.za – should you feel that your personal information has been violated, you may use this e-mail address to lodge a complaint.

Complaint forms may be downloaded at the link below:

<https://inforegulator.org.za/training/wp/complaints/>

This policy is effective as of 01 January 2024.

Kind regards,

DR. PETRIE VD MERWE

