

- **WEBSITE PRIVACY NOTICE**

1. INTRODUCTION

This Privacy Notice applies to Ethekewini Hospital and Heart Centre Cardiology Unit , (the “**Medical Practice**”, “**us**” or “**we**”), in respect of all persons that it Processes Personal Information in respect of, through the use of its Website, including its patients, 3rd parties and website visitors (“**you**” or “**Website User**”).

The Medical Practice is committed to protecting the confidentiality and privacy of the Personal Information it Processes. This Privacy Notice explains how we Process and protect your Personal Information which is collected and/or Processed by us through your use of the Website.

As a South African registered incorporated practice, all our data processing activities are primarily regulated by the Protection of Personal Information Act, No. 4 of 2013 (“**POPIA**”), as amended from time to time. For the purposes of this Privacy Notice, the terms “Personal Information” and “Process”, are as defined in POPIA.

2. WHO WE ARE

We are Ethekewini Hospital and Heart Centre Cardiology Unit, a personal liability company duly registered and incorporated under the Company Laws of the Republic of South Africa and conducting the business of a private neurology medical practice.

3. WHO THIS PRIVACY NOTICE APPLIES TO

This Privacy Notice applies to all persons (both natural and juristic) that we collect and/or Process Personal Information from or about, through the use of the Website (“**Website Users**”) which persons may include but not limited to patients, suppliers, website visitors or persons enquiring to receive our Services through the Website.

4. DEFINITIONS

In this Privacy Notice, unless the context requires otherwise, the following capitalised terms shall have the meanings given to them —

- 4.1. **Active Processing**" means instances where the Medical Practice has directly been provided with the Personal Information of Website Users, such as when Website Users submit an enquiry on its Website or in respect of its Services, or when Website Users provide Personal Information to the Medical Practice pursuant to concluding any commercial agreement(s) with the Medical Practice through the Website;

- 4.2. **"Inactive Processing"** means instances where the Medical Practice has not actively been provided with the Personal Information of Website Users, such as when the Medical Practice deploys Passive Processing Means to collect information from Website Users. These Passive Processing Means allow the Medical Practice to Process certain kinds of Non-personally Identifiable Information which should not be linked directly to Website Users;
- 4.3. **"Anonymisation"** means the Processing of Personal Information in such a manner that the Personal Information can no longer be attributed to Website Users without the use of additional information, provided that such additional information is completely removed or is kept separately and is subject to technical and organisational measures to ensure that the Anonymised Personal Information is not attributed to the Website Users that the Personal Information relates to;
- 4.4. **"Applicable Laws"** Means POPIA, and any other applicable laws, regulations, regulatory requirements and codes of practice regulating the use and/or Processing of Personal Information which are applicable in the Republic of South Africa, as amended and in force from time to time;
- 4.5. **"Biometrics"** 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;
- 4.6. **"Child"** means any natural person under the age of 18 years of age;
- 4.7. **"Competent Person"** means any person who is legally competent to consent to any action or decision being taken regarding any matter concerning a child, for example a parent or legal guardian;
- 4.8. **"Consent"** means any voluntary, specific and informed expression of will in terms of which permission is given for the Processing of Personal Information;
- 4.9. **"Cookies"** means small text files that store Non-personally Identifiable Information about Website Users, either temporarily in connection with a Website User's Internet Protocol (IP) address (known as a temporary or session cookie and deleted once a Website User closes their browser window) or more permanently on the hard drive of a Website User's device (known as a permanent or persistent cookie). Our Website may from time to time use session cookies so that Website User's do not have to fill in the same information from page to page within our Website. If Website User's elect not to receive cookies, they may be able to view and/or use some, but not all, of the content on our Website;

- 4.10. **"Data Processing Infrastructure"** means any and all systems, networks, servers, workstations, laptops, mobile devices, web applications, mobile applications, cloud storages, websites owned, controlled or operated by the Medical Practice;
- 4.11. **"Embedded Scripts"** means, programming code that is designed to collect information about a Website User's interactions with the Website. It is temporarily downloaded onto a Website User's device from our web server or a Third Party Operator. This program is active only while a Website User is connected to the Website and is deleted or deactivated thereafter;
- 4.12. **"Mobile Device Identifier"** means device information if you access our Website through mobile devices. Certain features of the Website may require collection of mobile phone numbers and we may associate that phone number with the mobile device identifiers. Additionally, some mobile phone service providers operate systems that pinpoint the physical location of devices that use their service. Depending on the provider, the Medical Practice and/or our Third Party Operators may receive this information. If the Medical Practice associates any such passively collected information with the Personal Information of Website Users, we will treat the combined information as Personal Information as contemplated in this Privacy Notice;
- 4.13. **"Non-personally Identifiable Information"** means any information/data which cannot be linked to Website Users, such as an internet domain name, the type of web browser used by a Website User, the type of operating system relied on by a Website User, the date and time of a Website User's visit to our Website, the specific pages a Website User may have visited, and the address of the website which a Website Users may have visited prior to entering or gaining access to the Medical Practice 's Website;
- 4.14. **"Operator"** means a person or entity, depending on the Applicable Laws, who Processes Personal Information/Data for the Medical Practice in terms of a contract or mandate, without coming under the direct authority of the Medical Practice;
- 4.15. **"PAIA"** means Promotion of Access to Information Act, No 2 of 2000;
- 4.16. **"Passive Processing Means"** means the use of technologies to facilitate the Inactive Processing of Personal Information, namely the use of Cookies, Web Beacons, Embedded Scripts and/or Mobile Device Identifiers;
- 4.17. **"Permitted Deviations"** means any Applicable Laws and/or standards which may require or permit a deviation from adherence to this Privacy Notice;

- 4.18. **"Personal Information"** shall have the same meaning as is given in section 1 of POPIA, but shall in the context of the Medical Practice and this Privacy Notice, comprise of the types of Personal Information recorded in this Privacy Notice below;
- 4.19. **"Privacy Notice"** means this data protection and data privacy notice;
- 4.20. **"POPIA"** means the Protection of Personal Information Act, No 4 of 2013;
- 4.21. **"Processing"** shall have the same meaning as given in section 1 of POPIA, being any operation or activity or any set of operations, whether or not by automatic means, concerning Personal Information, including:
- 4.21.1. the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
 - 4.21.2. dissemination by means of transmission, distribution or making available in any other form by electronic communications or other means; or
 - 4.21.3. merging, linking, blocking, degradation, erasure or destruction.
- For the purposes of this definition, the terms **"Process"** and **"Processed"** shall each have a corresponding meaning.
- 4.22. **"Regulatory Authority"** means the Information Regulator, South Africa, established in terms of POPIA, and / or any other regulatory authorities established in terms of Applicable Laws;
- 4.23. **"Responsible Party"** 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;
- 4.24. **"Services"** means the various professional services provided by the Medical Practice to its Client(s), the particulars of which services are set forth on the Medical Practice's Website from time to time;
- 4.25. **"Special Personal Information"** means Personal Information as referred to in section 26 of POPIA, being a Website User's religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life, biometric information, or criminal behaviour;
- 4.26. **"Third Party"** means any of person or entity other than the Medical Practice and the Website User;

- 4.27. **"Unique Identifier"** means any identifier that is assigned to a Website User and is used by the Medical Practice for the purposes of the operations of that the Medical Practice and that uniquely identifies that data subject in relation to the Medical Practice;
- 4.28. **"Website"** means the website owned and operated by the Medical Practice sourced at <https://EHHCCardiology.com> ; and
- 4.29. **"Web Beacons"** means small graphic images called web beacons, also known as "Internet tags" or "clear gifs," which Web Beacons may be deployed on the Medical Practice 's Website(s) pages and e-mail messages. Web beacons may be invisible to Website Users, but any electronic image inserted into a web page or e-mail can act as a Web Beacon. We may use web beacons or similar technologies for a number of purposes, including, without limitation, to count the number of visitors to our Websites, Mobile Application(s), to monitor how users navigate the Website(s), to count how many e-mails that we have sent were actually opened or to count how many particular articles or links were actually viewed by Website Users in certain circumstances.

5. PURPOSE AND APPLICATION

- 5.1. The purpose of this Privacy Notice is to inform Website Users of what Personal Information of theirs the Medical Practice may Process, where the Medical Practice may have collected such Personal Information from (if not directly from them as the Website User), and how the Medical Practice Processes their Personal Information collected through the Website.
- 5.2. The Medical Practice, in its capacity as a Responsible Party, shall strive to observe and comply with its obligations under the Applicable Laws (as may be applicable and to the extent necessary) when it Processes Personal Information from or in respect of any Website User.

6. COLLECTING & PROCESSING OF PERSONAL INFORMATION

- 6.1. Whenever any Website User engages with the Medical Practice through the use of its Website, the Medical Practice will in effect be Processing the Website User's Personal Information.
- 6.2. Generally the Medical Practice will collect a Website User's Personal Information directly from the Website User. However, it may be from time to time that the Medical Practice has collected a Website User's Personal Information from other sources. In such instances the Medical Practice will inform the Website User of how it uses and Processes that Personal Information by virtue of any privacy notices it deploys from time to time for those purposes.
- 6.3. The collection of a Website User's Personal Information from the Website User and from other sources (where applicable) is mostly mandatory in order to achieve the purpose for which it is

being collected by the Medical Practice. We will notify you where the collection of certain Personal Information is voluntary and not mandatory. The refusal to provide us with the mandatory Personal Information that we may require, may have an impact on our ability to provide you with our Services or attend to your enquiry.

- 6.4. In the event that a Website User has shared their Personal Information with any Third Party(ies), the Medical Practice will not be responsible or liable for any loss suffered by the Website User, their dependents, beneficiaries, representatives, agents or employees (as the case may be) resulting from the sharing of that Personal Information with such Third Party(ies).
- 6.5. When a Website User provides the Medical Practice with the Personal Information of any other Third Party, the Medical Practice will Process the Personal Information of such Third Party in line with this Privacy Notice, as well as (where applicable) any terms and conditions of Service or other related privacy notices, and in terms of Applicable Laws.
- 6.6. The Medical Practice will primarily Process Personal Information obtained through its Website in order to manage and administer its Website, facilitate and enhance the delivery of Services to its clients, manage and administer its business, foster a legally compliant workplace environment, as well as safeguard the Personal Information relating to any Website Users which it in fact holds. In such instances, the Website User providing the Medical Practice with Personal Information may also be required to confirm that they are a Competent Person and that they have authority to give the requisite consent to enable the Medical Practice to Process such Personal Information.
- 6.7. Types of Personal Information that the Medical Practice may Process through its Website from time to time (where applicable, depending on the nature of the Website Users engagement with the Medical Practice through the Website) may include:
 - 6.7.1. Identification details such as full names, Identity/passport number, Registration numbers;
 - 6.7.2. Contact details, such as phone numbers, email addresses, physical and postal addresses;

- 6.7.3. Personal details, such as names, family information, ages and next of kin details;
 - 6.7.4. Demographic details, such as race and age group;
 - 6.7.5. Biometrics;
 - 6.7.6. Unique Identifiers;
 - 6.7.7. Health Information;
 - 6.7.8. Financial information, such banking account information;
 - 6.7.9. Statutory information (if any); and
 - 6.7.10. Non-personally Identifiable Information collected through Inactive Processing and Passive Processing Means, including through Cookies, Embedded Scripts, Mobile Device Identifiers and Web Beacons.
- 6.8. Purposes of Processing: In supplementation of the above and any information privacy notices provided to any Website User from time to time pursuant to any engagement with them, the Medical Practice may Process Personal Information for the following purposes:
- 6.8.1. To provide or manage any information and/or Services requested by or delivered to Website Users in general;
 - 6.8.2. To establish a Website User's needs, wants and preferences in relation to the Services provided by the Medical Practice;
 - 6.8.3. To help the Medical Practice identify Website Users when they engage with the Medical Practice;
 - 6.8.4. To facilitate the delivery of Services to clients;
 - 6.8.5. To allocate to clients and Website Users Unique Identifiers for the purpose of securely storing, retaining and recalling their Personal Information from time to time;
 - 6.8.6. To maintain records of Website Users and specifically client records;
 - 6.8.7. To maintain Third Party records;
 - 6.8.8. For general administration purposes;
 - 6.8.9. For legal and/or contractual purposes;

- 6.8.10. For health and safety purposes;
- 6.8.11. For general marketing and communication purposes, where you are an existing client of the Medical Practice or where the Medical Practice has received your consent to receive these communications, and in compliance with Applicable Laws;
- 6.8.12. To comply with all Applicable Laws applicable to the Medical Practice, including all legislative and legal requirements placed on the Medical Practice, which may include (but not be limited to) legislative reporting and document retention periods and where the law requires that information to be notified to Third Parties (such as government institutions);
- 6.8.13. To transact with Third Parties;
- 6.8.14. To improve the quality of the Medical Practice's Services;
- 6.8.15. To transfer Personal Information to Third Party Operators, so as to enable the relevant Third Party Operator to market the Medical Practice's Services to its client(s) or Third

- Party's, as well as to render specific services to the Medical Practice itself which would in turn enable the Medical Practice to render its Services to its client(s);
- 6.8.16. To transfer Personal Information to Third Party Operators so as to enable the Medical Practice to deliver Services to its client(s);
- 6.8.17. To analyse the Personal Information collected for reporting, historical, research and / or statistical purposes;
- 6.8.18. Where necessary, for any purposes which are in the Medical Practice's, the Website User's or a Third Party's legitimate interests;
- 6.8.19. To help recover bad debts;
- 6.8.20. To transfer Personal Information across the borders to other jurisdictions if it is required and permitted by Applicable Laws;
- 6.8.21. To carry out analysis and client profiling (in accordance with Applicable Laws);
- 6.8.22. To identify Website content, or other products and services which might be of interest to our clients and Website Users in general, as well as to inform them of such content, products and/or services;
- 6.8.23. In relation to the use of the Medical Practice's website, to identify, investigate and attend to any technical issues, support and Website User queries;
- 6.8.24. To detect, prevent or deal with any actual or alleged fraud, security breach, or the abuse, misuse or unauthorised use of the Website and/or contravention of this Privacy Notice;
- 6.8.25. The Medical Practice may also collect, use, share and/or generally Process Non-personally Identifiable Information or aggregated data (for example statistical or demographic data, for any purpose. In certain circumstances this aggregated data or Non-personally Identifiable Information may also be commercialised. Aggregated data or Non-personally Identifiable Information is not considered personal information in terms of POPIA, as this information is de-identified and does not, directly or indirectly, reveal your identity.
- 6.9. The Medical Practice undertakes to Process any Personal Information in a manner which complies with the conditions for lawful Processing as set out in Applicable Laws, and in promotes the right to privacy, retains accountability and promotes Website User participation.

- 6.10. The Medical Practice will not Process the Personal Information of a Website User for any purpose other than for the purposes set forth in this Privacy Notice or in any other privacy notices which may be provided to Website Users from time to time, unless the Medical Practice is permitted or required to do so in terms of Applicable Laws or otherwise by law.
- 6.11. The Medical Practice may from time-to-time Process Personal Information by making use of automated means (without deploying any human intervention in the decision-making process) to make decisions about the Website User or their application. Such automated Processing will be done in compliance with Applicable Laws, and accordingly in this instance it is specifically recorded that the Website User may object to or query the outcomes of such a decision.

7. PERSONAL INFORMATION FOR DIRECT MARKETING PURPOSES

- 7.1. The Medical Practice acknowledges that it may only use Personal Information to contact Website Users for purposes of direct marketing where it is permissible in terms of Applicable Laws and where the Medical Practice has complied with the provisions of such Applicable Laws.
- 7.2. In the event that the Medical Practice engages in lawful direct marketing to a Website User in terms of Applicable Laws, the Medical Practice will ensure that a reasonable opportunity is given to such Website Users to object (opt-out) to the use of their Personal Information for the Medical Practice's direct marketing purposes.

8. STORAGE AND RETENTION OF PERSONAL INFORMATION

- 8.1. The Medical Practice will retain the Personal Information it has Processed, in an electronic or hardcopy file format, either itself and/or with a Third Party Operator appointed for this purpose (the provisions of clause 11 below will apply in this regard).
- 8.2. Personal Information will only be retained by the Medical Practice for as long as necessary to achieve the legitimate purposes for which that Personal Information was collected in the first place and/or as permitted or required in terms of Applicable Law.
- 8.3. A Website User has the right to object to the Processing of their Personal Information and the Medical Practice shall retain and store the Website User's Personal Information for the purposes of dealing with such an objection or enquiry as soon and as swiftly as possible.

9. FAILURE TO PROVIDE PERSONAL INFORMATION

- 9.1. Where the Medical Practice is required to collect Personal Information from a Website User by law or in order to fulfil a legitimate business purpose of the Medical Practice and the

Website User fails and/or refuses to provide such Personal Information, the Medical Practice may decline to render Services without any liability to the Website User.

10. SECURING PERSONAL INFORMATION

- 10.1. The Medical Practice will always implement appropriate and reasonable technical and organisational security measures to secure the integrity and confidentiality of Personal Information, including measures to protect against the loss or theft, unauthorised access, disclosure, copying, use or modification of Personal Information in compliance with Applicable Laws.
- 10.2. In further compliance with Applicable Laws, the Medical Practice will take steps to notify the relevant Regulatory Authority and/or any affected Website Users in the event of a Personal Information security breach and will provide such notification as soon as reasonably possible after becoming aware of any such breach.
- 10.3. Notwithstanding any other provisions of this Privacy Notice, it should be acknowledged that the transmission of Personal Information, whether it be physically in person, via the internet or any other digital data transferring technology, is not completely secure. Whilst the Medical Practice has taken all appropriate, reasonable measures contemplated in clause 10.1 above to secure the integrity and confidentiality of the Personal Information its Processes, in order to guard against the loss of, damage to or unauthorized destruction of Personal Information and unlawful access to or Processing of Personal Information, the Medical Practice in no way guarantees that its security system(s) are 100% secure or error-free. Therefore, the Medical Practice does not guarantee the security or accuracy of the information (whether it be Personal Information or not) which it collects from any Website User.
- 10.4. Any transmission of Personal Information will be solely at a Website User's own risk. Once the Medical Practice has received the Personal Information, it will deploy and use strict procedures and security features to try to prevent unauthorised access to it. The Medical Practice restricts access to Personal Information to Third Parties who have a legitimate operational reason for having access to such Personal Information. The Medical Practice also maintains electronic and procedural safeguards that comply with the Applicable Laws to protect your Personal Information from any unauthorized access.

11. PROVISION OF PERSONAL INFORMATION TO THIRD PARTIES

- 11.1. The Medical Practice may, from time to time, disclose Personal Information to Third Party Operators where necessary and to achieve the purpose(s) for which the Personal Information

was originally collected and Processed, or to achieve the purposes as set out in clause 6.8 above, or as otherwise permitted by Applicable Laws.

- 11.2. The Medical Practice will only permit Third Party Operators to Process Personal Information for a specific purpose, in accordance with the Medical Practice's instructions and in accordance with the requirements of Applicable Laws.
- 11.3. The Medical Practice will enter into written agreements with such Third Party Operators, to ensure that they comply with Applicable Laws pursuant to the Processing of Personal Information provided to it by the Medical Practice from time to time.

12. TRANSFER OF PERSONAL INFORMATION OUTSIDE OF SOUTH AFRICA

- 12.1. The Medical Practice may, under certain circumstances, be required transfer and/or store Personal Information to and/or in a foreign jurisdiction in order to achieve the purpose(s) for which the Personal Information was collected and Processed including for Processing and storage by Third Party Operators.
- 12.2. The Medical Practice will take reasonable and appropriate measures to ensure that any Personal Information, including Special Personal Information or Children's Personal Information (where applicable) that is transferred outside of the borders of South Africa is transferred in compliance with the requirements of Applicable Laws and that an adequate level of protection is in place between the Medical Practice and such Third Party or Operator in relation to that Personal Information.
- 12.3. The Website User should also take note that, where the Personal Information is transferred to a foreign jurisdiction, the Processing of Personal Information in the foreign jurisdiction may be subject to the laws of that foreign jurisdiction.

13. PROCESSING OF SPECIAL PERSONAL INFORMATION AND CHILDREN'S PERSONAL INFORMATION

- 13.1. Due to the nature of the Medical Practice's operations, it may be required to collect and Process Special Personal Information and children's Personal Information, particularly in relation to its clients.
- 13.2. Any Special Personal Information and children's Personal Information collected and Processed by the Medical Practice will be done in compliance with Applicable Laws.

14. ACCESS TO PERSONAL INFORMATION

- 14.1. A Website User has the right to request a copy of the Personal Information which is held by the Medical Practice (subject to a few limited exemptions as provided for under Applicable Law).
- 14.2. The Website User must make a written request (which can be by email) to the Information Officer designated by the Medical Practice from time to time and whose contact details can be sourced in the Medical Practice's PAIA Manual.
- 14.3. The Medical Practice will make reasonable efforts to provide Website Users with reasonable access to any of the Website User's Personal Information that the Medical Practice Processes and/or retains to the extent required or permitted by Applicable Law and in accordance with the provisions of PAIA. In certain circumstances, such as when the Medical Practice is required retain or withhold the disclosure of certain Personal Information by Applicable Law, the Medical Practice may not be able to provide the Website User with access to all of his/her/its Personal Information or the Medical Practice may not be able to change, rectify or delete such Personal Information at the Website User's request. In these circumstances, the Medical Practice will provide the Website User with reasons as to why the request cannot be complied with.
- 14.4. The Website User will be entitled to query the accuracy or completeness of his/her/its Personal Information/Personal Information in the Medical Practice's records at any time in accordance with the process set out in the Medical Practice's PAIA Manual and in accordance with (and as permitted by) Applicable Laws.
- 14.5. Cost to access Personal information: In the event that a cost is applicable, the prescribed fees to be paid for requesting and providing copies of the Website User's Personal Information will be provided. These costs will be as published and regulated in terms of PAIA from time to time.

15. KEEPING PERSONAL INFORMATION ACCURATE

- 15.1. The Medical Practice will take reasonable steps to ensure that Personal Information that it Processes is recorded accurately and kept updated where reasonably possible. For this purpose, the Medical Practice may provide Website Users with the opportunity to update their information at appropriate times.
- 15.2. The Medical Practice may not always expressly request the Website User to verify and update his/her/its Personal Information and expects that the Website User will, where reasonably required and applicable, notify the Medical Practice from time to time in writing of any updates or amendments required in respect of his/her/its Personal Information.

16. PRIVACY RIGHTS OF WEBSITE USERS

- 16.1. As a data subject, POPIA provides a Website User with a number of rights in relation to how his/her/its Personal Information is used and Processed. In terms of POPIA, Website Users are entitled, in the prescribed manner and form, to:
- 16.1.1. request a copy of the Personal Information that the Medical Practice holds about you (subject to and in accordance with the provisions of PAIA);
 - 16.1.2. update the Personal information that you have given to the Medical Practice, in the event that the Personal Information is inaccurate or outdated;
 - 16.1.3. request the correction, destruction or deletion of personal information the Medical Practice holds about you (where legally permissible and subject to the Medical Practice’s right not to correct or delete the Personal Information record in certain circumstances);
 - 16.1.4. object to your personal information being Processed by the Medical Practice (on reasonable and lawful grounds), in instances where you have a legitimate reason to believe that the Medical Practice is not Processing your Personal Information in accordance with the provisions of POPIA; and to
 - 16.1.5. object to any Processing of your Personal Information for the purpose of direct marketing by electronic communication, in the prescribed manner and form, or to unsubscribe from receiving any marketing or communication emails received from the Medical Practice by clicking the “unsubscribe” link at the bottom of any email.

17. COMPLAINTS AND REQUESTS

- 17.1. If you have a complaint about how the Medical Practice is Processing your Personal Information, or if you wish to object to us Processing your Personal Information or wish to request the correction, deletion or destruction of any of the Personal Information records that the Medical Practice holds about you, please contact the Medical Practice’s Information Officer at the details set out in clause 18 below first, so that we can resolve the complaint or attend to your request.
- 17.2. All requests and complaints need to be submitted on the prescribed forms, as set out in the POPIA Regulations. All requests for access to Personal Information records need to be submitted on the prescribed forms as set out in PAIA. The relevant prescribed forms can also be found on the Information Regulator (South Africa) website at <https://inforegulator.org.za>.
- 17.3. The prescribed form for reporting complaints regarding the use or Processing of your Personal Information by the Medical Practice, must be addressed on POPIA Form 1.

- 17.4. The prescribed form for requesting the correction, deletion or destruction of your Personal Information records by the Medical Practice, must be addressed on POPIA Form 2.
- 17.5. If you are unable to resolve your complaint with the Medical Practice directly, you are entitled submit a complaint with the Information Regulator (South Africa), as the relevant Regulatory Authority for POPIA and PAIA. The prescribed form for submitting a complaint to the Information Regulator (South Africa) is POPIA Form 5 or PAIA Form 5 (depending on the nature of the complaint).
- 17.6. The office of the Information Regulator, South Africa, may be contacted at:
- POPIA Complaints: POPIComplaints@infoeregulator.org.za
- PAIA Complaints: PAIAComplaints@infoeregulator.org.za
- Tel: 010 023 5200
- Website: <https://infoeregulator.org.za>

18. CONTACTING US

- 18.1. All comments, questions, concerns or complaints regarding Personal Information or this Privacy Notice, should be forwarded to the Medical Practice 's Information Officer at the following email address -

Ethekwini Hospital and Heart Centre Cardiology Unit – Riverhorse Valley Business Estate, Corner of Riverhorse and Queen Nandi Drive, Newlands East, 4037

19. CHANGES TO THIS PRIVACY NOTICE

- 19.1. The Medical Practice reserves the right to make amendments to this Privacy Notice from time to time. The Medical Practice will endeavour to only make changes to this Privacy Notice where they are material, necessary and/or required as a result of legislative or regulatory changes or guidance, or any code of conducts published that may be relevant to the industry in which our business operates.
- 19.2. Any changes made to this Privacy Notice will be posted through an updated Privacy Notice that is loaded onto our Website. Please check our Website to keep informed of any updated or revised Privacy Notice that may be posted.

20. LAWS APPLICABLE TO THIS PRIVACY NOTICE



This Privacy Notice is governed by the laws of the Republic of South Africa, and you hereby consent to the jurisdiction of the South African courts in respect of any dispute which may arise out of or in connection with the formation, interpretation, substance or application of this Privacy Notice.