

Respiratory Care Africa

Reg No: 1998/17606 | VAT No: 4940179676 | [www.rca.co.za](http://www.rca.co.za)



## **THE COMPOUNDING PHARMACY OF SOUTH AFRICA (PTY) LTD**

Respiratory Care Africa

Reg No: 1998/17606 | VAT No: 4940179676 | [www.rca.co.za](http://www.rca.co.za)

## PERSONAL INFORMATION PROCESSING NOTICE

### 1. Introduction

Thank you for using our services.

In order to provide these services we will have to process your Personal Information in accordance with the applicable data processing laws, which require that we provide you with certain details on how we will be dealing with your personal information.

This notice therefore sets out how we will be using and processing your Personal Information.

### 2. Application

We will in order to provide you with our services in your capacity as our patient and customer, hold and use Personal Information about you including special personal such as your medical history and conditions, medical diagnosis and requirements, treatments and other information relating to your health.

### 3. Purpose

We need to process your personal information, including your special personal information, such as information relating to your health and medical records in order to enrol and accept you as our patient; for the purposes of examining you and making certain diagnostics in relation to your health and medical condition; managing your health; ensuring that you are properly treated and cared for from a medical and health perspective; the purposes of prescribing medical products and / or services; the purposes of the administration of our professionals and medical facilities and practices; or where such processing is necessary for the work conducted by insurance companies, medical schemes, medical scheme administrators and managed healthcare organizations.

### 4. Types of personal information collected

In order to achieve the purposes set out above, we will, without detracting from the generality thereof, use and process the following personal information:

- Name and Identity Number;
- Contact details;
- Medical aid or health insurance details;
- Medical history, including any medical records which may be in existence;
- Allergies;
- Opinions and preferences;
- Invoicing and payment method details;
- IP Address; • etc.

Respiratory Care Africa

Reg No: 1998/17606 | VAT No: 4940179676 | [www.rca.co.za](http://www.rca.co.za)

We furthermore may ask that you provide us with:

- other's contact details who we may contact in the case of an emergency;
- previous doctors or facilities who have treated you; • employer details,

and in this regard you warrant that you have obtained such persons' permission to pass this information onto us.

#### 5. When this information will be collected and used?

We will collect personal and special personal information about you when you:

- make an appointment to see one of our nurses or doctors;
- are registered on our systems and books as a patient or customer;
- are recorded or admitted as an in or out patient;
- receive any of our diagnostic or complementary health services;
- are referred by a doctor, or any other organization for services;
- require a prescription or medical report;
- visit one of our websites;
- enquire about any of our services;
- use or request to use any of our online services;
- fill in a form or survey for us;
- carry out a transaction on our website;
- make payments to us;
- contact us, for example by email, telephone or social media;
- participate in interactive features on any of our websites;
- interact with us in general.

Please note in the interests of continually improving our services, calls and / or electronic communications may be monitored or recorded.

Respiratory Care Africa

Reg No: 1998/17606 | VAT No: 4940179676 | [www.rca.co.za](http://www.rca.co.za)

## 6. Lawful Basis and areas where we may need your consent

In terms of the data privacy laws, including POPIA, in order to process your personal information, including your special personal information, such as your health details and / or conditions we either need your consent to process this information or we must have a legitimate and / or lawful basis for doing so which must be at least one of the following:

- the processing of your personal information is necessary for the performance or management of a contract;
- the processing of your personal information is necessary for the performance or management of a legal obligation or public law duty;
- the processing of your personal information is necessary for the protection of our / your or any third parties' legitimate interests.

In line with the above, we confirm that we will be processing your Personal Information for a number of legitimate and lawful reasons and purposes.

Where you are of the view that the processing of your personal information does not fall within any of the above areas, then you, by providing us with your personal information, give us the required consent to use and processing your personal information as described under this notice.

## 7. The Security and Storage of your Personal Information

Your Personal Information will be kept confidential and secure and will, unless you agree otherwise, only be used for the purpose(s) for which it was collected and in accordance with this processing notice, which has been done through the employment of appropriate organisational and technical security measures which are aimed at preventing unauthorized access or unlawful processing of your personal information and / or to prevent your personal information from being lost, destroyed or damaged.

Please note however, that where you make use of our websites or where the transmission of information via the internet is carried out, including the use of email, that in such case we cannot guarantee the security of your personal information as these electronic modes of transmission are not due to their nature completely secure and as a result the use of these systems will be at your own risk.

## 8. Transfers of Personal Information outside of South Africa

Your personal information may be transferred to, and stored at, a destination outside of South Africa. It may also be processed by staff operating outside South Africa who work for us or for one of our suppliers. Where we transfer your personal information outside South Africa, we will endeavour to ensure that there are adequate protections in place for your rights, in accordance with POPIA. By submitting your Personal Information, and in providing any Personal Information to us, you agree to this transfer, storing or processing.