

PRIVACY STATEMENT

The Protection of Personal Information Act (POPIA)

The protection of your personal information and your privacy is of paramount importance to us and we are committed to processing your personal information in full compliance with all current legislation and regulations.

Part of our commitment to compliance is to inform you of the exact purpose and manner in which your information is being processed. Please contact our Information Officer should you at any time believe that your information is not being processed as prescribed by POPIA, or that your information is being used for a purpose other than originally intended.

In addition, you have the right to request access to your information held by us or to contact us should you believe your information to be incorrect or outdated. Note that such access requests might incur a prescribed fee.

Our Information Officer

Our information officer can be contacted at karyn@brainworxtherapy.com

Purpose for Processing

We will only collect, hold and process your information in accordance with applicable laws and in accordance with the instructions, requirements or specific directions of the Information Officer. Your personal information will only be used as reasonably expected or authorised by yourself, including to:

- Provide you with services, information, accounts and support;
- Provide you with information on any changes or service that may be relevant to you;
- Update and/or confirm your information; and/or
- Comply with legislative and regulatory requirements.

Your Information and Disclosure

We will never sell your personal information to anyone and we have taken the appropriate, reasonable, technical and organisational measures to ensure the integrity of your personal information in our possession or under our control. As such, your personal information is secure and protected against unauthorised or unlawful processing, accidental loss, destruction or damage and unauthorised alteration, disclosure or access.

Some of your information we hold may include your mail and email addresses, telephone and cellular numbers, and your ID number. We may need to share your information to others, such as your medical scheme, your referring doctor, other clinicians, if required by law, if directed by yourself, or to provide you with the services that you have requested and for which your explicit consent has been given. We will, however, only share your information if the same level of protection as required by us can be ensured.