



Care Centre Paarl - Privacy Policy

At Care Centre Paarl, we are committed to protecting your personal information in compliance with the Protection of Personal Information (POPI) Act. This policy explains how we collect, use, and safeguard your personal data. Our complete PAIA manual is available upon request.

Why we collect your information

We collect your personal information to provide medical care, process payments, and comply with legal requirements. Please note that the provision of essential information, such as your full name, contact details, and medical history, is mandatory for us to provide healthcare services and comply with legal obligations. Failure to provide this mandatory information may result in our inability to offer you treatment or services.

How your information is used

Your personal data may be used for the following purposes:

- Providing healthcare services and treatment.
- Processing medical aid claims and billing.
- Communicating important health-related updates.
- Complying with legal and regulatory obligations.
- Referring you to specialists or other healthcare providers when required.

Who has access to your information?

Your data will only be accessed by authorised healthcare professionals and administrative staff. We do not share your information with third parties unless:

- You have given explicit consent.
- It is required by law.
- It is necessary for billing or medical aid claims.
- It is needed for a medical referral.

Use of AI Scribing Technology

Our practice uses Heidi, an AI-powered scribing tool, to assist with clinical documentation during consultations. Heidi is an external service provider ("operator"). Heidi listens to a conversation to generate notes — no audio is stored. All information is handled in accordance with applicable privacy legislation and all user data is "stored within the same jurisdiction from which it originates".¹ If you have any concerns, please speak to your doctor or a member of our team before your appointment.

How we protect your data

We take all reasonable steps to safeguard your personal information. This includes the secure storage of paper records, encrypted and password-protected digital records, and access controls to prevent unauthorised use.

Your rights under the POPI Act

As a patient, you have the right to:

- Access your personal records and request a copy.
- Correct or update your information if it is inaccurate.
- Withdraw consent for data processing (where applicable).
- Request deletion of unnecessary or outdated data.
- Object, on reasonable grounds, to the processing of your personal information.
- File a complaint with the Information Regulator if you believe your rights have been violated.

Data retention and disposal

We retain patient records as required by the Health Professions Council of South Africa (HPCSA) regulations. Adult records are kept for six years after the last consultation, while children's records are kept until they turn 21. After this period, records are securely destroyed.

Contact us

If you have any questions about how your personal information is handled, please contact our Information Officer:

- Dr Pierre van Staden
- Phone: 0212011304
- Email: popia@carepaarl.co.za

By using our services, you acknowledge that you have read and understood this policy and agree to the collection and processing of your personal information as described.

References:

1. <https://trust.heidihealth.com/faq?search=Where+are+your+servers+located%3F>

GENERAL PRACTITIONER

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