



Privacy Notice

As a client you have certain rights that are important for you to understand. This document explains the management of information that is shared as a part of your occupational therapy treatment. Your privacy is important, and I will deal with your personal information in a way which has your consent, and which is in line with South African privacy law including the Protection of Personal Information Act (POPIA).

Collection of Information

As part of providing a service to you, I will need to collect and record personal information that is relevant to your current situation. I collect basic personal information such as name and contact details and sensitive confidential data such as personal beliefs, ethnicity, and relationship status. Your information will only be used for the purposes for which it was collected, that is, providing occupational therapy services. Records are kept for a period of 6 years from the date of the last consultation. Records will be safely destroyed thereafter.

Third Parties

Information is not disclosed to third parties without your permission unless there are exceptional circumstances where the law requires information to be passed on. For example, this can occur when the information you have provided is subpoenaed by a court of law or failure to disclose the information would place you or another person at serious risk of harm.

There may be times where, as part of the therapy process, it may be helpful for me to liaise with other people or agencies that are relevant to your therapy goals (e.g., your GP, specialist, parent, etc.). Contact is only made with other professionals with your confirmed permission, unless the legally mandated confidential limits mentioned above apply.

Where specific requests are received for information contained in your records, such as for medical aid audits, an additional *consent to disclose* form will be requested from you which will detail the particulars the information. Where information is shared with third parties, privacy agreements are established with these service providers.

Accessing Your Information

You have the right to:

- ask what personal information I have about you,
- ask what personal information was sent to service providers or any other third party,
- ask to update, correct, or delete any out-of-date or incorrect personal information I have about you,
- object to the processing of your personal information, and
- lodge a complaint about my practices with the Information Regulator.

Notification of Suspected Security Breach

I have implemented reasonable security measures based on the sensitivity of the information I hold. These measures are in place to protect the information from being disclosed without authorisation, from loss, misuse, and unauthorised access, and from being altered or destroyed. If you suspect that I (or you) have had a security breach, please notify me immediately by sending an email to info@alexmoses.co.za.

You can withdraw or change your consent at any time by contacting me at info@alexmoses.co.za.