
Netclinic Website POPIA Compliance Notice

Last Updated: 17 January 2025

Netclinic is committed to protecting your privacy and ensuring the responsible use of your personal information in compliance with the **Protection of Personal Information Act, 4 of 2013 (POPIA)**. This notice outlines how we collect, use, store, and protect your personal information when you access our website (www.netclinic.co.za) and engage with our services.

1. Purpose of This Notice

The purpose of this notice is to inform you about:

- The personal information we collect and process.
- How we use your personal information.
- Your rights under POPIA.
- How we protect your personal information.

By using our website, you consent to the collection and processing of your personal information as outlined in this notice.

2. What Personal Information We Collect

When you interact with Netclinic, we may collect the following personal information:

- **Contact Information:** Name, surname, phone number, email address, and physical address.
- **Health Information:** Medical details provided when you use our health services or book an appointment.

- **Website Usage Information:** IP address, browser type, operating system, and browsing activity to improve user experience.
 - **Payment Information:** Banking or credit card details when making payments for services.
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3. How We Use Your Personal Information

We collect and process your personal information for the following purposes:

- To provide healthcare services, including consultations, procedures, and IV therapy.
 - To process bookings, payments, and medical aid claims.
 - To communicate with you about appointments, services, and health-related information.
 - To comply with legal and regulatory obligations.
 - To improve our website and services through analytics and user feedback.
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4. Sharing of Personal Information

Netclinic will not sell, rent, or disclose your personal information to third parties without your consent, except where required by law or necessary to provide our services. We may share your information with:

- Healthcare professionals within Netclinic for treatment purposes.
 - Medical aid schemes for claims processing.
 - Third-party service providers, such as payment processors, bound by confidentiality agreements.
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5. How We Protect Your Information

Netclinic implements strict security measures to protect your personal information against unauthorized access, loss, or misuse. These measures include:

- Secure servers and encrypted communication channels.
- Regularly updated firewalls and antivirus software.

- Limited access to personal information by authorized personnel only.
 - Secure data storage systems.
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6. Your Rights Under POPIA

As a data subject under POPIA, you have the following rights:

- **Access:** Request access to the personal information we hold about you.
- **Correction:** Request correction or updating of inaccurate or incomplete information.
- **Deletion:** Request the deletion or destruction of your personal information, subject to legal obligations.
- **Objection:** Object to the processing of your personal information for certain purposes.
- **Complaint:** Lodge a complaint with the Information Regulator if you believe we are not complying with POPIA.

To exercise any of these rights, please contact us using the details provided below.

7. Retention of Personal Information

Netclinic will retain your personal information only for as long as necessary to fulfill the purposes outlined in this notice, or as required by law. When no longer needed, your information will be securely destroyed.

8. Cookies and Website Tracking

Our website uses cookies to improve your experience and analyze site usage. Cookies are small text files stored on your device. You can manage or disable cookies through your browser settings. By continuing to use our website, you consent to the use of cookies.

9. Changes to This Notice

Netclinic reserves the right to update this POPIA Compliance Notice at any time. Any changes will be posted on this page with an updated "last updated" date. Continued use of the website constitutes acceptance of these changes.

10. Contact Us

For questions, concerns, or requests regarding your personal information or this POPIA Compliance Notice, please contact us:

Netclinic


 Email: [Insert Email Address]

 Phone: [Insert Phone Number]

 Website: www.netclinic.co.za

Information Regulator Contact Details

 Email: info@justice.gov.za

 Phone: +27 (0)10 023 5200

Thank you for trusting Netclinic with your personal information. Your privacy is our priority, and we are committed to safeguarding it in compliance with POPIA.