

## Netclinic Privacy Policy

**Last Updated: 17 January 2025**

Netclinic ("we," "our," or "us") respects your privacy and is committed to protecting your personal information. This Privacy Policy outlines how we collect, use, store, and protect your personal data when you visit our website, [www.netclinic.co.za](http://www.netclinic.co.za) (the "Website"), or use our services.

### 1. Information We Collect

We may collect the following types of personal information:

#### **1.1 Information You Provide Directly**

- Name, surname, and contact details (e.g., email address, phone number).
- Health-related information that you provide through appointment bookings or consultations.
- Payment information when purchasing services online.
- Feedback, inquiries, or complaints submitted through our contact forms.

#### **1.2 Automatically Collected Information**

When you visit our Website, we may collect certain information automatically, such as:

- Your IP address, browser type, operating system, and access times.
- Pages visited, time spent on pages, and clickstream data.

- Cookies and similar tracking technologies (see Section 6 for more details).

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## 2. How We Use Your Information

We may use your personal information for the following purposes:

- To process your appointment bookings and payments.
- To provide and improve our healthcare services.
- To send you confirmations, updates, and reminders regarding your appointments.
- To communicate with you about your inquiries or provide customer support.
- To comply with legal or regulatory obligations.

We do not sell or share your personal information for third-party marketing purposes.

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## 3. Sharing Your Information

We may share your information only under these circumstances:

- **With healthcare professionals:** To deliver the services you have requested.
- **With third-party service providers:** To assist with processing payments, website hosting, or analytics, but only as necessary.
- **To comply with the law:** When required by legal obligations or court orders.

All third parties are bound by strict confidentiality agreements to protect your data.

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## 4. Data Retention

We retain your personal information for as long as necessary to provide services, comply with legal obligations, resolve disputes, or enforce

agreements. When your information is no longer required, we securely delete or anonymize it.

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## 5. Protecting Your Information

We implement appropriate security measures to protect your personal data, including:

- Encryption of sensitive information during transmission.
- Secure storage and restricted access to personal data.
- Regular monitoring of our systems to prevent unauthorized access or breaches.

While we strive to protect your personal information, please note that no system is 100% secure, and we cannot guarantee absolute security.

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## 6. Cookies and Tracking Technologies

Our Website uses cookies and similar technologies to enhance your browsing experience and collect information about how the Website is used. You can control or disable cookies in your browser settings, but some features of the Website may not function properly without them.

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## 7. Your Rights

You have the right to:

- Access the personal information we hold about you.
- Request corrections to your personal information if it is inaccurate.
- Request the deletion of your personal data, subject to legal and contractual obligations.
- Opt out of certain processing activities, such as marketing communications.

To exercise your rights, please contact us using the details below.

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## 8. Third-Party Links

Our Website may contain links to third-party websites or services. This Privacy Policy does not apply to these external websites, and we are not responsible for their privacy practices. We encourage you to review their policies before providing personal information.

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## 9. Updates to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The updated version will be posted on this page, and the “Last Updated” date will be revised accordingly.


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## 10. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or how your personal data is handled, please contact us at:

### **Netclinic**

 Email: [info@netclinic.co.za](mailto:info@netclinic.co.za)

 Phone: 021 001 7024

 Website: [www.netclinic.co.za](http://www.netclinic.co.za)

Thank you for trusting Netclinic with your health and personal information.

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This Privacy Policy is governed by the laws of South Africa.