

# Privacy Notice

## THE PROTECTION OF PERSONAL INFORMATION ACT CLIENT PRIVACY NOTICE

It is JDJ Diagnostics policy to comply with the Protection of Personal Information Act (POPI Act) (Act No. 2 of 2000) which sets some conditions for responsible parties to lawfully process the personal information of data subjects (both natural and juristic persons). Our Compliance Framework and Manual documents our approach to the rules and procedures relating to the processing of personal information).

This privacy notice serves to explain how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act ("POPIA").

JDJ Diagnostics is committed to protecting your privacy. The purpose is to ensure that your personal information is collected lawfully and transparently and used properly. All collection and usage activities are covered, including your use of JDJ Diagnostics website, mobile app or any other electronic platform

### 1. Personal information Definition

According to the Act "**personal information**" is any information relating to an identifiable, living, natural person, or where applicable, an identifiable, existing juristic person. JDJ Diagnostics includes the following items as personal information:

- All addresses including residential, postal and email addresses.
- Change of name.
- ID numbers
- Contact numbers

### 2. About the Company

JDJ Diagnostics is a private Pathology Laboratory (lab), offering Clinical Pathology, Histology and Cytology, registered with the HPCSA and contracted to all Medical Aids. We were practicing as a technologist laboratory from February 2018 and changed to a pathologist's license as of September 2018. Our Laboratories are based around the country and has the capacity to perform a high turn-over and wide variety of tests. JDJ Diagnostics provides a comprehensive, cost effective and efficient solution in Medical Diagnostics. JDJ Diagnostic has a team of competent, skilled and experienced pathologists, laboratory staff, inclusive of a reliable and efficient pre and post analytical team. The practice also offers phlebotomy services and continuous medical education for practicing medical doctors.

### 3. The information we collect

We collect and process your personal information mainly to contact you for the purposes of understanding your requirements and delivering services accordingly. We therefore will collect contact details including your name and organization.

Where possible, we will inform you what information is essential (you are required to provide) and what information is optional. This personal information will only be collected directly from you

Note that our websites or other platforms may use "cookies" to collect usage information for us to collect basic internet visitor usage information

#### **4. How we use your information**

Your personal information will only be used for the declared and agreed purposes Your information may be retained, where necessary for legal or trend research purposes.

Examples:

- To perform business with you – information needed as per laboratory testing guidelines and basic contact purposes
- For security purposes - to confirm and verify your identity or to verify that you are an authorized user
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- To conduct market or customer satisfaction research or for statistical analysis;
- For audit and record keeping purposes;
- In connection with legal proceedings.

#### **5. Disclosure of information**

Where necessary, we may disclose your personal information to our service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law or industry codes;
- Where we believe it is necessary to protect our rights.

#### **6. Information Security**

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorized access and use of personal information. We will continue to review, on an on-going basis, our security controls and related processes to ensure that your personal information remains secure.

Our security policies and procedures cover:

- Computer and network security;
- Physical security;
- Access to personal information;
- Secure communications;
- Security in contracting out activities or functions;
- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;
- Monitoring access and usage of private information;
- Investigating and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

## **7. Your Rights to Access to information**

You have the right to request a copy of the personal information we hold about you. To do this, simply contact us at the numbers/addresses as provided on our website and specify what information you require. We will need a copy of your ID document to confirm your identity before providing details of your personal information.

Please note that any such access request may be subject to a payment of a legally allowable fee.

## **8. Your right to request Correction of your information**

You have the right to ask us to update, correct or delete your personal information. We will require a copy of your ID document to confirm your identity before making changes to personal information we may hold about you. We would appreciate it if you would keep your personal information accurate.

### **How to contact us**

If you have any queries about this notice; or you need further information about our privacy practices; wish to withdraw consent; exercise preferences or access or correct your personal information, please contact us at the numbers/addresses listed on our website.