

Privacy Policy for Queenswood Medical

1. Introduction:

Queenswood Medical is committed to protecting the privacy of our patients and website visitors. This Privacy Policy outlines the types of personal information we collect, how it is used, and the measures we take to ensure your personal information is treated securely and in accordance with the Promotion of Access to Information Act (PAIA).

2. Information Officer:

Our Information Officer is responsible for overseeing the collection, use, and protection of your personal information. They ensure compliance with PAIA and are your point of contact for any requests or questions regarding your personal information.

3. Collection of Personal Information:

We collect personal information that you voluntarily provide to us, such as your name, contact details, and health information. This information is essential for providing you with our healthcare services and for communicating with you about your care.

4. Use of Personal Information:

Your personal information is used to provide medical services, process payments, communicate with you about your care, and improve our services. We may also use your information for internal administrative purposes and to comply with legal obligations.

5. Disclosure of Personal Information:

We do not disclose your personal information to third parties without your consent, except as required by law or as necessary to provide you with our services. We may share information with healthcare providers involved in your care, with your consent.

6. Security of Personal Information:

We implement appropriate technical and organizational measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction. Our security practices are reviewed regularly and updated as necessary.

7. Access to Personal Information:

You have the right to request access to the personal information we hold about you. To make a request, please contact our Information Officer. We will provide you with the requested information in accordance with PAIA requirements.

8. Correction of Personal Information:

If you believe that any personal information we hold about you is incorrect or incomplete, you have the right to request its correction. Please contact our Information Officer with your request.

9. Retention of Personal Information:

We retain your personal information for as long as necessary to provide you with our services and as required by law. When your personal information is no longer needed, we will securely destroy or anonymize it.

10. Changes to the Privacy Policy:

We may update this Privacy Policy from time to time. The latest version will always be available on our website. We encourage you to review it regularly to stay informed about how we are protecting your information.

11. Contact Information:

If you have any questions or concerns about this Privacy Policy or the handling of your personal information, please contact at info@queenswoodmed.co.za.

For more detailed information on Protection of Personal Information, please refer to the official [PAIA](#) guide or the [POPIA](#) website.