

Privacy Notice

Rondebosch Dialysis Centre (RDC) & Southern Dialysis Centre (SDC)

Registration No: 2014/152858/07

Effective Date: 21 July 2025

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INTRODUCTION

In this document, references to "we", "us", or "the Group" refer to Rondebosch Dialysis Centre (Pty) Ltd and Southern Dialysis Centre, including any of their subsidiaries.

We recognise our accountability under the Protection of Personal Information Act (POPIA) when processing the personal information of clients, employees, suppliers, and third parties. We are committed to acting with skill, care, and diligence and to processing information only for relevant and lawful purposes.

Failure to provide required personal information may delay or prevent service delivery.

WHAT IS PERSONAL INFORMATION

As defined by POPIA, personal information refers to data that identifies a person and includes:

- Names, ID numbers, contact info
- Medical, financial, employment, and educational history
- Opinions, correspondence, biometric data
- Any info related to gender, race, health, religion, etc.

WHERE AND WHEN DO WE COLLECT PERSONAL INFORMATION

Clients/Patients:

- Directly from you
- Patient detail forms
- During booking or service

Suppliers/Service Providers:

- From invoices, quotes, SLAs, purchase orders, leases, credit applications

WHEN WILL WE PROCESS YOUR PERSONAL INFORMATION

We will only process your personal information:

- With your consent
- When authorised by law or a competent person (e.g., guardian)
- To perform a contract with you
- Where legally required
- To protect your or our legitimate interests

WHEN WE PROCESS SPECIAL PERSONAL INFORMATION

Special personal information includes:

- Religious, political, or philosophical beliefs
- Race, ethnic origin, union membership
- Health status, biometric data, criminal behaviour

We process this only when:

- You've consented
- It's legally required or justified
- It serves public interest or research
- You've made it public yourself

WHAT INFORMATION DO WE COLLECT AND HOW DO WE USE IT

Clients/Patients

PURPOSE:

- Invoicing, service delivery, contact, records, compliance

DATA:

- Name, ID, title, contact info, address, medical history, regulatory registration

Suppliers/Operators

PURPOSE:

- Procurement, payments, communication, compliance

DATA:

- Name, address, contact info, VAT numbers, bank details

HOW WE SHARE YOUR INFORMATION

We may share your data with:

- Accountants
- Attorneys
- IT Providers
- Medical Aid Schemes
- Regulatory Bodies
- Government Agencies (if required by law)

Legal Disclosure: Only when legally required and we'll attempt to notify you unless prohibited.

YOUR RIGHTS AND OBLIGATIONS

We retain your information:

- As long as necessary for business, legal, or regulatory reasons
- Even after our relationship ends if needed

You may:

- Request access or correction
- Request deletion or object to processing
- Request restriction of processing (e.g., for accuracy checks)

Contact: manager@southerndialysis.co.za

CHANGES TO OUR PRIVACY NOTICE

We may amend this notice due to legal or business changes.

Updates will be communicated via email, notices or our website.

Continued use of our services indicates acceptance of updates.

OTHER IMPORTANT INFORMATION

Security: We maintain strict security controls and access limits.

Cross-Border Transfers: We do not share personal information outside of South Africa.

CONTACT INFORMATION

Information Officer: Mrs. Jennalee Kruger

Email: manager@southerndialysis.co.za

Information Regulator (South Africa):

Address: Woodmead North Office Park, 54 Maxwell Drive, Johannesburg

Complaints: POPIAComplaints@inforegulator.org.za / PAIAComplaints@inforegulator.org.za

General Queries: enquiries@inforegulator.org.za