

Dear Valued Patient

**IMPORTANT CORRESPONDENCE REGARDING THE PROTECTION OF PERSONAL INFORMATION ACT  
4 OF 2013**

1. As you are aware, the Protection of Personal Information Act 4 of 2013 ("**POPI Act**") is about to become effective. We are in the process of updating all of our records in order to ensure we comply with the POPI Act. All capitalized terms used in this letter, refer to terms defined in the POPI Act.
  
2. To fulfil our contractual obligations to you, our patient, we will process the following Personal Information of yours:
  - 2.1. name and contact details;
  - 2.2. identity' information;
  - 2.3. banking and financial information;
  - 2.4. medical information; and
  - 2.5. other information not specified, reasonably required to be processed for financial and medical records.
  
3. The purpose of such Processing is:
  - 3.1. verifying and capturing information;
  - 3.2. performing duties in terms of any agreement with you;
  - 3.3. following up on payments not made by you or your medical aid;
  - 3.4. transferring your information to a third party for the purposes set out in clauses 3.3 and 3.10
  - 3.5. purposes relating to the doctor/patient relationship or possible doctor/patient relationships between us;
  - 3.6. manage any application, agreement or correspondence you may have with us;
  - 3.7. transferring your information to third party hospitals, specialist doctors, nurses when deemed necessary;
  - 3.8. communicating with you by email, SMS, letter, telephone or in any other way about your treatment and follow-up;
  - 3.9. performing any other administrative and operational purposes;
  - 3.10. recovering any debt, you may owe us;

- 3.11. complying with our regulatory and other obligations; and
  - 3.12. any other reasonably required purpose relating to our practice.
4. We may transfer your Personal Information to:
  - 4.1. any firm, organization or person that we use to collect payments and recover debts or to provide a service on our behalf;
  - 4.2. any payment system we use;
  - 4.3. regulatory and governmental authorities or ombudsmen, or other authorities, including tax authorities, where we have a duty to share information;
  - 4.4. credit bureau and financial institutions;
  - 4.5. hospitals and other medical service providers relating to your treatment; and
  - 4.6. employees, contractors, and temporary staff.
5. Planned cross border flows of personal information

Our cloud servers, which electronically store, *inter alia*, certain of the Personal Information aforementioned, may be situated outside of the borders of South Africa.
6. You hereby indemnify and hold us harmless from any loss, damages, or injury that you may incur as a result of your furnishing incorrect or incomplete Personal Information to us.
7. Our Information Officer can be contacted should you require any further information regarding the contents of this letter, on [annelie@ffas.co.za](mailto:annelie@ffas.co.za) or 021 911 088.
8. Should you not consent to your Personal Information being Processed as set out above, please send an email stating same to the following email address: [sam@shoulderinstitute.co.za](mailto:sam@shoulderinstitute.co.za), detailing which Personal Information may not be Processed. You confirm that you are duly authorised to advise of your dissent as set out above.