

# Privacy Policy for Cape Orthotics and Prosthetics

## Introduction

Cape Orthotics and Prosthetics is committed to protecting the privacy and security of our patients' personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information in accordance with South African law and the guidelines set by the Health Professions Council of South Africa (HPCSA).

## Collection of Personal Information

We collect personal information when you:

- Visit our website
- Make an appointment or visit our practice
- Contact us for inquiries or feedback

This information may include your name, contact details, medical history, and other relevant data.

## Use of Personal Information

We use your personal information to:

- Provide medical services and care
- Respond to your inquiries or feedback
- Improve our services and website
- Comply with legal and regulatory obligations

## Protection of Personal Information

We implement stringent security measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction. All medical records and personal data are stored securely and are accessible only by authorized personnel.

## Disclosure of Personal Information

We will not share, sell, or lease your personal information to third parties unless:

## We have your explicit consent

It is necessary to provide you with our services

We are required by law or regulatory authorities

### Patient Rights

As a patient, you have the right to:

- Access your personal information held by us
- Correct any inaccurate or incomplete information
- Withdraw consent for the use of your information
- Lodge a complaint with the HPCSA if you believe your privacy rights have been violated

### Cookies and Website Tracking

Our website may use cookies and other tracking technologies to improve user experience and analyze website traffic. You can choose to decline cookies through your browser settings.

### Changes to this Privacy Policy

Cape Orthotics and Prosthetics reserves the right to update this Privacy Policy at any time. We encourage you to review this policy regularly for any changes.

### Contact Information

If you have any questions or concerns about this Privacy Policy or our privacy practices, please contact us at [ferdi.nel@medinet.co.za](mailto:ferdi.nel@medinet.co.za)