

# **POPI ACT AGREEMENT AND CONSENT DECLARATION**

**PROTECTION OF PERSONAL, INFORMATION AND THE  
RETENTION OF DOCUMENTS**

**FOR**

**Melanie Peyper Optometrists Sole Proprietor and  
all its subsidiaries  
(hereinafter referred to as “Melanie Peyper Optometrists”)  
(Practice number 0381209)  
Last Updated: May 2021**

**THIS POLICY IS DRAFTED IN TERMS OF  
THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013  
(THE POPI ACT 4 OF 2013)**

**You hereby declare and confirm that you, as the patient, who is providing information, do irrevocably agree and understand that any and/or all information supplied or given to Melanie Peyper Optometrists, is done so in accordance with the below mentioned terms and conditions and in accordance with this policy.**

### **1. Introduction**

Melanie Peyper Optometrists is a business functioning within the health care industry and is obligated to comply with The Protection of Personal Information Act 4 of 2013.

POPI requires Melanie Peyper Optometrists to inform their patients as to the manner in which their personal information is used, retained, disclosed, and destroyed.

Melanie Peyper Optometrists is committed to protecting its patients' privacy and ensuring that their personal information is used appropriately, transparently, securely and in accordance with applicable laws.

### **2. Objective**

The Policy sets out the manner in which Melanie Peyper Optometrists deals with their patients' personal information as well as and stipulates the purpose for which said information is used. The Policy is made available on Melanie Peyper Optometrists website at [www.ireneoptom.co.za](http://www.ireneoptom.co.za) and by request from Melanie Peyper Optometrists.

This policy establishes a general standard on the appropriate protection of personal information within Melanie Peyper Optometrists. It provides principles regarding the right of individuals to privacy and to reasonable safeguards of their personal information.

### **3. The Personal Information Collected**

Personal information is collected in terms of Section 10 of the POPI Act which states that personal information may only be processed if, given the purpose for which it is processed, it is adequate, relevant and not excessive.

Melanie Peyper Optometrists collects and processes patients' personal information pertaining to the patients' medical history and needs. The type of information will depend on the purpose for which it is collected and will be processed for that purpose only. Whenever possible, Melanie Peyper Optometrists will inform the patient as to the information required and the information that will be deemed optional.

Personal Information has been processed with consent from the patient in terms of Section 11 of the POPI Act 2013.

Examples of personal information we collect include, but is not limited to:

- The patient's Identity number, name, surname, address, postal code
- Medical History
- Description of the patient's medical aid details (if applicable)

- Information regarding the party responsible for settling the account.
- Any other information required by Melanie Peyper Optometrists, suppliers and Insurers in order to provide patients with the best service possible.

Melanie Peyper Optometrists aims to have agreements in place with all product suppliers, medical aid companies, medical aid administrators to ensure a mutual understanding with regard to the protection of the patients' personal information and such agreement shall also be regulated in terms of the POPI ACT.

#### **4. Purpose of collection of personal information**

Melanie Peyper Optometrists will only use patients' personal information for the purpose it was collected, which includes, but is not limited to;

- Delivering the best possible service and care to the patients and to meet their optical needs.
- To submit claims to the medical aid.
- To order ocular aids from suppliers and other third parties
- For audit and record keeping purposes
- In connection with and to comply with legal and regulatory requirements or when it is otherwise allowed by law.

#### **5. Disclosure of Information**

Melanie Peyper Optometrist may disclose a patient's personal information to any personnel and or administrative assistant within the company, with any patient approved product supplier or with the patient's medical aid and/or medical aid administrator. As mentioned above Melanie Peyper Optometrist endeavour to have the same confidentiality and privacy policies in place with all the aforementioned parties.

Melanie Peyper Optometrists may also disclose a patients information where it has a duty or a right to disclose in terms of applicable legislation, the law, or where it may be deemed necessary in order to protect Melanie Peyper Optometrists rights.

#### **6. Retention and Destruction of personal information**

As Melanie Peyper Optometrists are members of the Health Professionals Council of South Africa they are required to retain all personal information of majors (adults) for a period of six years and the personal information of minors (children) until they have reached the age of 21.

After the time period required for the retention of patient information has lapsed the patient files are shredded.

#### **7. Safeguarding of Personal Information**

The management and Information Officer of Melanie Peyper Optometrists is Melanie Peyper, and is responsible for administering and overseeing the implementation of this

policy and, as applicable, supporting guidelines, standard operating procedures, notices, consents and appropriate related documents and processes in terms of the POPI ACT.

Patient information is safeguarded in the following manner:

1. All patient files are stored and archived on site in secure cabinets and the site is also protected with security measures. Access to these cabinets are only given to authorised personnel and/or administrative staff.
2. All electronic files and patient information is backed up by the Melanie Peyper Optometrists and security systems are in place that protects third party access and physical threats. Access to these cabinets are only given to authorised personnel and/or administrative staff.
3. All employees have attended to training in terms of the POPI ACT and have attended to sign addendums to their employment contracts wherein they confirm their adherence to the POPI Policy and protection of personal information.

## **8. Access and amendment to Personal Information**

In terms of Section 23 of the POPI Act 2013 the patient has the right to request a record of their personal information as well as request information of all third parties who has had access to their information.

In terms of Section 24 of the POPI Act 2013 a patient may correct or delete personal information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully.

### **INFORMATION OFFICER DETAILS**

**NAME:** Melanie peyper

**TELEPHONE NUMBER:** 0126624030

**E-MAIL ADDRESS:** melanie@ireneoptom.co.za

*It is confirmed that by submitting personal information to Melanie Peyper Optometrist, irrespective as to how such information is submitted, you consent to the collection, collation, processing, and storing of such information and the use and disclosure of such information in accordance with this policy.*