

STRUBENS VALLEY THERAPY CENTRE

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Occupational therapy

Psychology

Speech therapy

PRIVACY NOTICE

1. WE COLLECT AND USE YOUR PERSONAL INFORMATION

1.1 WHEN YOU CONTACT US

When you contact us by social media, email or phone, we collect the information included in your message. We use this information to communicate with you.

2. We may share your personal information with our trusted suppliers

We use suppliers and service providers who we trust. They have agreed to keep your personal information secure and confidential, and to only use it for the purposes for which we have sent it to them.

We use other companies

- for administration and account purposes
- to provide IT infrastructure,
- to store information
- to maintain our website, and

We use Microsoft , Google and WhatsApp, to do our work and store all our information, including our clients' information.

We use QuickBooks accounting software.

3. We must show you what we know:

You have the right to

- ask what personal information we have about you,
- ask what personal information was sent to our suppliers, service providers, or any other third party,
- ask us to update, correct, or delete any out-of-date or incorrect personal information we have about you,
- object to the processing of your personal information, and
- lodge a complaint about our practices with the Information Regulator.

It can take us up to 21 days to respond to your request because there are procedures that we need to follow.

In certain cases, we may require proof of your identity and sometimes we may have additional requirements to make changes to your information.

4. Please notify us if you suspect a security breach.

We have implemented reasonable security measures based on the sensitivity of the information we hold. These measures are in place to protect the information from being disclosed without authorization, from loss, misuse, and unauthorized access, and from being altered or destroyed. If you suspect that we (or you) have had a security breach, please notify us immediately by sending an email to therapy@internext.co.za. Please include as much information as you can.

5. Have more questions? Let's talk!

Get in touch with our team. If you have any questions or concerns about how we engage with you, please let us know.