

Privacy Policy

Please read this Privacy Policy carefully to understand how your personal information will be handled by Lake, Smit & Partners Inc. Every term of this Policy is material. If there is something that is not clear to you, please ask that it be explained to you.

1. About Lake, Smit & Partners Inc.

Lake, Smit & Partners Inc. is a private radiology practice, which provides radiological services to patients. The practice is subject to various laws and ethical rules protecting the privacy and confidentiality of patients.

Contact details of the practice:

Physical Address: 3rd Floor, Suite 327, The Atrium, 430 Peter Mokaba Road, Durban
Postal Address: Private Bag X08, Overport, 4067
Telephone Number: 087 310 4987
Email address: headoffice@lakesmit.co.za
Website address: <https://www.lakesmit.co.za>

2. Information and Deputy Information Officers of the Practice

Information Officer:

Name: Ms. B. Naidoo
Email: popi@lakesmit.co.za
Telephone: 087 310 4987

Deputy Information Officer:

Name: Ms. V. Ramruch
Email: popi@lakesmit.co.za
Telephone: 087 310 4987

3. Explanation of Terms Used in this Policy

The following terms have the meanings assigned to them in this Privacy Policy unless the context requires otherwise:

- 3.1 **"Data subject"** refers to the person (e.g., patient) or entity to whom the personal information relates.
- 3.2 **"Personal information"** has the meaning assigned to it in POPIA and refers to information relating to human beings and certain juristic persons. It includes information such as race, gender, pregnancy, age, health status and medical information, date of birth, identity number, contact details and confidential correspondence.
- 3.3 **"Processing"** has the meaning assigned to it in POPIA and refers to any operation or activity concerning personal information, such as the collection, receipt, recording, storage, updating, alteration, use, distribution, erasure or destruction of the information.
- 3.4 **"POPIA"** means the Protection of Personal Information Act (Act 4 of 2013) and its Regulations.
- 3.5 **"We" / "us"** refers to the practice of Lake, Smit & Partners Inc.
- 3.6 **"You" / "your"** refers to the data subject (i.e., the person or entity) whose personal information is processed by the practice.

4. Application of the Privacy Policy

This Privacy Policy applies to personal information that we have in our possession or under our control and personal information that we collect or receive from or about you. It stipulates, amongst others, how we collect the information, the type of information collected, why that information is collected, the circumstances under which that information will be shared with others, the security measures that we have implemented to protect the information and how you may obtain access to and correct your information.

5. Our Commitment

Your privacy and the security of your information are important to us and we want to make sure you understand how your information will be processed. We are committed to conducting our practice in accordance with the law. We will, therefore, only process, which includes collecting, using, storing or disclosing, your personal information following the law or otherwise with your consent and will always strive to keep your information confidential. We take this commitment to look after your personal information seriously. We have implemented several processes to make sure that your personal information is used in the right way.

We apply the following principles to protect your privacy:

- we only collect the necessary personal information;
- we only use personal information for the purposes specified in this Privacy Policy unless you are advised otherwise;
- we do not keep personal information longer than needed for lawful purposes; and
- we only share your personal information as specified in this Privacy Policy and permitted in terms of the law or otherwise as agreed with you.

6. When You Provide Information about Another Individual / Entity

You must make sure that if you provide personal information about any individual or entity to us, you may lawfully do so (e.g., with their consent). We will accept that you are acting lawfully. You should make sure that they are familiar with this Privacy Policy and understand how we will use and disclose their information.

7. Collection of Your Personal Information

We collect personal information directly from you when you become a patient or an employee of the practice when you supply information on our website or when you provide information to us. Information may also be collected from other sources, depending on the circumstances, when it is, for example, not possible to obtain the information directly from you or to protect your legitimate interests. The information may be collected from persons, such as your next-of-kin, another health care practitioner involved with your care or when you make information publicly available. The information that we request from patients is necessary to ensure their safety during procedures and to provide them with the requested medical services.

8. Processing of Your Personal Information

Various laws permit the processing of personal information of patients such as the National Health Act, POPIA and the Medical Schemes Act. Employment laws permit the processing of employees' information. We generally process the personal information listed below, if applicable in the circumstances, and retain it as part of our records. Other personal information may be collected and processed if it is required in the circumstances.

Patients

- Full names and surnames, identity numbers, dates of birth, age, contact details, addresses, nationalities and gender;
- Names, surnames and contact details of next-of-kin, guardians, guarantors, persons who may consent and main members of medical schemes;
- Medical information, including medical history, diagnosis, injuries, images and reports from X-rays, scans and sonars, previous radiology investigation results, pathology laboratory results and COVID-19 screening information;
- Information about employers and relevant funders (e.g., medical scheme, insurer, Road Accident Fund

or Compensation Commissioner for occupational diseases / injuries);

- Referral notes and procedures performed, including the images of the scans and related reports;
- Billing and payment details (e.g., credit / debit card information) and bank details for refunds;
- Information recorded on practice documentation, such as consent forms; and
- Correspondence.

Directors and Employees

- Full names and surnames, identity numbers, dates of birth, age, contact details, addresses, statutory council registration numbers, positions or roles in the practice, nationalities, gender, race, qualifications, specialisation and interests, marital status and photos;
- Names, surnames and contact details of dependants and next-of-kin;
- Membership of professional societies;
- Relevant medical and disability information and COVID-19 screening information;
- Biometric information;
- Employment-related information (e.g., performance appraisals and disciplinary sanctions);
- Participation in employee-wellness programmes, medical scheme, health insurance and provident fund;
- Garnishee orders;
- Bank details;
- Professional indemnity cover;
- Signatures of official signatories of the practice and proof of residence, if required by the bank; and
- Correspondence.

Job Applicants

- Full names and surnames, identity numbers, age, contact details, addresses, statutory council

registration numbers, positions applied for, nationalities, gender, race, qualifications, specialisation and interests, marital status and other information included in CVs;

- Names and contact details of references and recruitment agencies;
- COVID-19 screening information;
- Employment history;
- Salary expectation;
- Recruitment decisions and interview notes; and
- Correspondence.

Other Persons (e.g., Students, Next-of-kin, Guardians, Guarantors, Referring Practitioners, References, Visitors)

- Names and surnames, identity numbers, contact details, addresses and gender;
- Practice information (e.g., address, contact details, practice number, practitioner registration number and practice manager / contact person details);
- Opinions of references;
- Application forms and agreements with students;
- COVID-19 screening information of visitors to the practice; and
- Correspondence.

Suppliers, Vendors and Other Public and Private Bodies

- Organisation names and contact details; website addresses;
- Names, surnames, titles, positions and contact details of relevant persons and officials;
- Agreements and related information;
- Financial information, including invoices and bank details; BBBEE-related information;
- Official documentation, including newsletters, policies and statements; and

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- Correspondence.

9. Consent

If you consent to the processing of your personal information, you may withdraw your consent at any time. This does not affect the processing of personal information that has already occurred. If you withdraw your consent, your personal information will only be processed as provided for in the law.

10. Objection to Processing

When we process your personal information to protect your legitimate interests or based on the legitimate interests of the practice or those of a third party to whom we supply the information, you may object to our processing, if it is reasonable to do so. This must occur on the form prescribed by POPIA, available at reception / from the Information Officer. This does not affect your personal information that we have already processed. If you object and we agree with your objection, your personal information will only be processed as provided for in the law.

11. Purposes of Processing of Your Personal Information

We generally process personal information for the following purposes:

- conduct and manage the practice following the law;
- the administration and financial management of the practice;
- treatment and care of patients;
- communication purposes;
- listing of bad payers / debtors at credit bureaus;
- the maintenance of practice records and patients' medical records;
- employment and related matters of employees and other practitioners, including employee wellness;
- talent management;
- reporting to persons and bodies, including referring practitioners, as required and authorised in terms

of the law or by the data subjects;

- procurement;
- historical, statistical and research purposes;
- clinical research studies;
- enforcement of the practice's rights; and/or
- any other lawful purpose related to the activities of a private radiology practice.

12. Links to Social Networking Services

We use social networking services such as WhatsApp, LinkedIn, YouTube, Instagram and Facebook to communicate with the public about our services. When you communicate with us through these services, the relevant social networking service may collect your personal information for its own purposes. These services have their own privacy policies, which are independent of this Privacy Policy.

13. Disclosure of Your Personal Information

We will share only relevant personal information about you with the persons and entities specified below if it is necessary and lawful in the circumstances.

Patients

- Treating and referring practitioners;
- Hospitals;
- Dependants / next-of-kin in emergency situations;
- Relevant funders such as your medical scheme and its contracted providers such as Verirad;
- Suppliers of prostheses and surgical implants (such as Medtronic or Edwards Lifesciences for aortic valve implants);
- Directors, employees and service providers who assist us in providing the services and who perform

functions related to the administration of the practice on a need-to-know basis, subject to confidentiality undertakings;

- Clinical research trial sponsors;
- Guarantors / authorised persons;
- Banks;
- Debt collectors / attorneys / credit bureaus;
- Our insurers;
- Our professional and legal advisers, including our accountants / auditors;
- Law enforcement structures, including courts and tribunals;
- Regulatory and other public or private bodies, persons or entities, as may be required or permitted in terms of the law, including to comply with any legal obligation or to protect the rights, property or safety of our practice, employees, patients, the public or others; and
- The purchaser of the practice, if applicable.

Directors and Employees

- Directors, employees and service providers who assist us in providing the services and who perform functions related to the administration of the practice on a need-to-know basis, subject to confidentiality undertakings;
- Dependants / next-of-kin in emergency situations;
- Funders;
- Our insurers;
- Our clients;
- Suppliers and vendors;
- Service providers such as employee wellness providers;
- Medical scheme, provident fund and health insurer for enrolment;
- The public, where photos and other information appear on our website;
- Our professional and legal advisers, including our accountants / auditors;
- Law enforcement structures, including courts and tribunals;
- Regulatory and other public or private bodies, persons or entities, as may be required or permitted in

terms of the law, including to comply with any legal obligation or to protect the rights, property or safety of our practice, employees, patients, the public or others; and

- The purchaser of the practice, if applicable.

Job Applicants

- Directors and relevant employees;
- Vetting agencies;
- South African Police Services (SAPS);
- Relevant recruitment agencies; and
- Our professional and legal advisers.

Other Persons (e.g., Students, Next-of-kin, Guardians, Guarantors, Referring Practitioners, References, Visitors)

- Directors, employees and service providers who assist us in providing the services and who perform functions related to the administration of the practice on a need-to-know basis, subject to confidentiality agreements;
- Patients and their dependants / next-of-kin;
- Hospitals;
- Relevant funders such as the patient's medical scheme;
- Our professional and legal advisers, including our accountants / auditors;
- Our insurers;
- Law enforcement structures, including courts and tribunals;
- Regulatory and other public or private bodies, persons or entities, as may be required or permitted in terms of the law, including to comply with any legal obligation or to protect the rights, property or safety of our practice, employees, patients, the public or others; and
- The purchaser of the practice, if applicable.

Suppliers, Vendors and Other Public and Private Bodies

- Directors, employees and service providers who assist us to provide the services and who perform functions related to the administration of the practice on a need-to-know basis, subject to confidentiality agreements;
- Our professional and legal advisers, including our accountants / auditors;
- Our insurers;
- Law enforcement structures, including courts and tribunals;
- Regulatory and other public or private bodies, persons or entities, as may be required or permitted in terms of the law, including to comply with any legal obligation or to protect the rights, property or safety of our practice, employees, patients, the public or others; and
- The purchaser of the practice, if applicable.

14. Record-Keeping

We maintain records of your personal information for as long as it is necessary for lawful purposes related to the conducting of the practice, including providing services to you, complying with legal obligations, resolving queries / complaints, attending to litigation where instituted against the practice, perform and enforce agreements, and for historical, statistical and research purposes subject to the provisions of the law or as may be otherwise required in terms of the law.

15. Information Sent Across the Borders of the Republic of South Africa

We store your information on OneDrive (Microsoft), which may be hosted outside of the Republic of South Africa. If we must provide your personal information to any third party in another country, we will obtain your prior consent unless such information may be lawfully provided to that third party.

16. Security of Your Personal Information

We are committed to ensuring the security of your personal information to protect it from unauthorised processing and access as well as loss, damage or unauthorised destruction. We have implemented and continually review and update our information protection measures to ensure the security, integrity, and confidentiality of your information following industry best practices. These measures include the securing of records, access control to personal information, off-site data back-ups, firewalls and stringent policies concerning record storage and dissemination of personal information. In addition, only those employees and service providers that require access to your information to discharge their functions and to render services to us are granted access only if they have concluded agreements with or provided undertakings regarding the implementation of appropriate security measures, maintaining confidentiality and processing the information only for the agreed purposes. We will inform you and the Information Regulator if any person has unlawfully obtained access to your personal information, subject to the provisions of the law.

17. Right of Access to Your Personal Information

You have the right to request access to your personal information in our possession or under our control and information of third parties to whom we supplied that information subject to restrictions imposed in legislation. If you wish to exercise this right, please complete the prescribed form, available at reception / from the Information Officer, and submit it to the receptionist / Information Officer. Costs may apply to such requests, which can be obtained from the receptionist / Information Officer. Please consult our PAIA Manual for further information.

18. Accuracy of Your Personal Information

We must always have accurate information about you on record as it could impact communication with you and your health or employment, if applicable. You must therefore inform us as soon as any of your

information has changed. You may also request that we correct or delete any information. Such a request must be made in writing on the prescribed form, available at reception / from the Information Officer and submitted to the receptionist / Information Officer. You must provide sufficient detail to identify the information and the correction / deletion required. Information will only be corrected / deleted, if we agree that the information is incorrect or should be deleted. It may not be possible to delete all the information if we may lawfully retain it. Please enquire at reception or contact the Information Officer to discuss how we can assist you with your request. If we correct any information and the corrected information will impact on any decision made or to be made about you, we will send the corrected information to persons to whom the information has been disclosed in the past if they should be aware of the changed information.

19. Marketing of Products and Services

If you have given us consent, we may occasionally inform you, electronically or otherwise, about our products and services that may be beneficial to you. You may at any time withdraw your consent and opt-out from receiving such information.

20. Changes to this Privacy Policy

We reserve the right in our sole and absolute discretion, to revise or supplement this Privacy Policy from time to time to reflect, amongst others, any changes in our practice or the law. We will publish the updated Privacy Policy on our website. It will also be available at reception. Any revised version of the Policy will be effective as of the date of posting on the website, so you should always refer back to the website for the latest version of the Policy. **It is your responsibility to make sure you are satisfied with any changes before continuing to use our services.** If you have any questions concerning this Policy, please contact our Information Officer.

21. Concerns and Complaints about the Processing of Your Personal Information

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All enquiries, requests or concerns regarding this Policy or relating to the processing of your personal information by the practice should be addressed to the Information Officer. You may also complain to the Information Regulator at POPIAcomplaints.IR@inforegulator.org.za (violation of personal information) or PAIAcomplaints.IR@inforegulator.org.za (access to record requests). We would appreciate the opportunity to respond to your concerns before you approach the Information Regulator.

22. Laws Applicable to this Privacy Policy

This Privacy Policy is governed by the laws of the Republic of South Africa and is subject to the jurisdiction of the South African courts.