



Dr Palesa Phalafala

PLASTIC & RECONSTRUCTIVE SURGEON

Repair • Restore • Rejuvenate

MBChB (UFS), FC PLAST SURG (SA), MMED (WITS),
FELLOWSHIP IN HAND AND RECONSTRUCTIVE
MICROSURGERY (NUH-SINGAPORE)

PRACTICE NUMBER: 1181696

Privacy Policy

At Doctor Palesa Phalafala, we prioritize the confidentiality and security of your personal information. We fully comply with the data protection laws in South Africa, as governed by the Protection of Personal Information Act (POPIA) of 2013 and the guidelines set forth by the Health Professions Council of South Africa (HPCSA). Additionally, we comply with the Promotion of Access to Information Act (PAIA) No. 2 of 2000, which aims to promote transparency and accountability by providing individuals with access to information held by public and private bodies.

Definitions

- **Personal information:** Any information that can identify you, such as your name, contact details, medical history, and financial information.
- **Electronic communications:** Any communication that takes place through electronic means, such as email or online messaging.

Collection of Personal Data

We collect personal data about our patients, including:

- **Identifying information:** Names, date of birth, gender, and other identifying details.
- **Contact information:** Addresses, emails, phone numbers, and other contact details.
- **Medical information:** Referrals, services and treatments received, surgical procedures, medical history, and health status.
- **Complaints and incidents:** Information about complaints or incidents related to your care.



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- Patient Feedback: Reviews and feedback about your experience with our practice.
- Treatment notes and reports: Notes and reports about your treatment and care
- Health recordings: Recordings of calls or consultations related to your care.
- Next of kin information: Contact information for your next of kin or emergency contacts.
- Information from other sources: Information received from other healthcare providers, insurance companies, or third-party sources.
- Digital platform information: Information collected through our website, mobile apps, or other digital platforms.

Storage of Personal Data

We store personal data in various forms, including:

- Paper records: Patient files and medical records are stored securely on-site.
- Electronic records: Electronic records are stored on secure servers and databases.
- Visuals: Photos and videos may be taken for medical purposes and are stored securely.

Disclosure of Personal Data

We may disclose personal data to:

- Medical insurance companies: For claims and reimbursement purposes.
- Healthcare providers: For continuity of care and medical purposes.
- Delivery companies: For the delivery of medication or medical equipment.
- Third parties: As required by law or with your consent.

Purpose of Processing Personal Data

We process personal data for various purposes, including:

- Medical treatment: To provide quality medical care and treatment.
- Administrative purposes: To manage patient records, billing, and insurance claims.
- Communication: To communicate with patients and healthcare providers.
- Website improvement: To facilitate the user experience on the website.
- Public health and safety purposes: To protect and promote public health and safety.



- Payment to suppliers: To ensure payment to suppliers for services procured.
- Statistical, historical, and reporting purposes: For statistical analysis, historical records, and reporting purposes.
- Marketing material: To provide you with Doctor Palesa Phalafala-related marketing material as a result of your interaction and use of our services.
- Service-related communications: To provide you with communications about the services that are rendered.
- Governance updates: To keep you informed of governance-related updates.

Correction of Personal Information

You have the right to request correction or updating of your personal information. If you would like to request changes or deletion of your personal information, please contact us at admin@palesaphalafala.com. Please note that deleting your personal information may impact the services being used, offered, or accessed thereto.

Retention of Personal Data

We will retain your personal data, as required by the South African Health Professions Act and the National Health Act. During this period, we will continue to abide by our non-disclosure obligations and will not share your personal data without your consent. You have consented to the retention of your records by using our services.

PAIA Compliance

Doctor Palesa Phalafala undertakes to comply with the provisions of the Promotion of Access to Information Act (PAIA) No. 2 of 2000. This means that you have the right to request access to the information we hold about you. To request access to your information, please contact us at admin@palesaphalafala.com.

Security Measures

We implement robust security measures to protect your personal data, including:

- Secure servers: Electronic records are stored on secure servers with restricted access.
- Encryption: Electronic communications are encrypted to protect sensitive information.
- Access controls: Access to personal data is restricted to authorized personnel.



Limitations and Third-Party Websites

- No responsibility for third-party websites: Our practice is not responsible for the privacy policies or practices of linked or third-party websites.
- No warranties: We give no warranties nor make any representations in respect of the privacy policies or practices of linked or third-party websites.
- Your responsibility: You acknowledge that you understand and agree to this limitation when accessing or using linked or third-party websites.

Links and Communications

Our website and email communications may include links to other websites or resources. Doctor Palesa Phalafala is not responsible for any representations, information, warranties, or content on any website of

Contact Information

If you have any questions or concerns about this privacy policy or wish to exercise your rights under PAIA, please contact us at *admin@palesaphalafala.com*.

