

# DIAGNOSTIC RADIOLOGICAL SERVICES INC

## Privacy Policy

**Please read this Privacy Policy carefully to understand how your personal information will be handled by Diagnostic Radiological Services Inc. Every term of this Policy is material.**

### **1. EXPLANATION OF TERMS USED**

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

- 1.1 “Data subject” has the meaning assigned to it in POPIA and refers to the person to whom the personal information relates and includes both natural and juristic persons.
- 1.2 “DRS” refers to Diagnostic Radiological Services Inc, a private company incorporated under the laws of South Africa with registration number 2009/002075/07.
- 1.3 “PAIA Manual” refers to the Manual compiled by DRS in terms of section 51 of the Promotion of Access to Information Act (Act 2 of 2000).
- 1.4 “Personal information” has the meaning assigned to it in POPIA and refers to information relating to living human beings and existing juristic persons. It includes information such as race, gender, age, medical information, identity number, contact details and confidential correspondence and “information” has a corresponding meaning.
- 1.5 “POPIA” means the Protection of Personal Information Act (Act 4 of 2013) and the Regulations issued in terms thereof.
- 1.6 “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 and “process” has a corresponding meaning.
- 1.7 “We” / “us” refers to Diagnostic Radiological Services Inc.
- 1.8 “Website” means <http://radiologysa.co.za>
- 1.9 “You” / “your” refers to the data subject whose personal information is processed by DRS.

### **2. ABOUT DRS**

DRS is a private company registered in terms of the Companies Act (Act 71 of 2008). We provide software, information technology (IT) and technical support as well as billing and

accounting solutions to clients in the medical imaging industry.

**Physical Address:** 20 Trelawney Road  
New Redruth  
Alberton  
1450

**Postal Address:** Private Bag X17  
Alberton  
1450

**E-mail address:** [franz@radiologysa.co.za](mailto:franz@radiologysa.co.za)

**Website address:** [www.radiologysa.co.za](http://www.radiologysa.co.za)

### 3. INFORMATION OFFICER

Our Information Officer is:

Name: Mr. Franz Zimmer

**E-mail address:** [franz@radiologysa.co.za](mailto:franz@radiologysa.co.za)

Telephone Number: +27 11 869 4530

### 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

We understand that your personal information is important to you and that you may be anxious about disclosing it. Your privacy and the security of your information are just as important to us and we want to make sure you understand how your information will be processed. We are committed to conducting our business in accordance with the law. We will, therefore, only process, which includes collect, use, store or disclose, your personal information in

accordance with 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 a number of processes to make sure that your personal information is used in the right way.

We apply the following principles in order to protect your privacy:

- We only collect the personal information that is necessary;
- 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/or permitted in terms of the law or otherwise as agreed with you.

## **6. PROCESSING OF INFORMATION ON BEHALF OF CLIENTS**

We process personal information for, on behalf of and in terms of written agreements with our clients. This information included information of our clients' data subjects such as their patients. If you are a patient or another data subject of one of our clients, you should refer to their privacy policies or related documentation, which is independent of this Privacy Policy, for further information in respect of the personal information that they collect and process about you.

## **7. WHEN YOU PROVIDE PERSONAL 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.

## **8. COLLECTION OF YOUR PERSONAL INFORMATION**

We collect personal information directly from you when you become a client of DRS, when you supply information on our website or when you provide information to us. Information may also be collected from other sources (e.g., public records and clients' employees), depending on the circumstances, when it is, for example, not possible to obtain the information directly from you, or, if you make information publicly available. The information that we collect is necessary to provide you with necessary services and/or to manage our relationship.

## 9. PROCESSING OF YOUR PERSONAL INFORMATION

There are various laws that permit the processing of personal information such as POPIA.

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.

### Clients

- Names, registration numbers, contact details, disciplines and/or market segment;
- Names and surnames, titles, contact details and addresses of relevant practitioners and employees;
- Payment-related information;
- VAT numbers; and
- Correspondence.

### Patients of clients when rendering services to clients in terms of written agreements subject to confidentiality undertakings:

- Full names and surnames, titles, identity numbers, dates of birth, age, gender, addresses, and contact details;
- Funders' (e.g., medical scheme) details;
- Health information for pre-authorisation and invoicing purposes;
- Payment-related information, including invoices and statements; and
- Correspondence.

### Suppliers, vendors, other persons and bodies (including visitors to our offices)

- Organisations' names, contact details and addresses; names, surnames, titles and contact details of relevant officers and employees;
- Agreements and related information;
- Payment-related information and VAT numbers;
- Official documentation, such as newsletters and brochures;
- COVID-19 screening information of visitors to DRS;
- Website addresses; and
- Correspondence.

## 10. 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 or in terms of the agreement that you have concluded with us.

### **11. OBJECTION TO PROCESSING**

When we process your personal information to protect your legitimate interests or based on the legitimate interests of DRS 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 from our 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.

### **12. PURPOSE OF PROCESSING YOUR PERSONAL INFORMATION**

We generally process your personal information for the following purposes:

- to fulfil the objects of our business, which is to provide software, IT and technical support as well as billing and accounting solutions to our clients;
- for organisational and governance purposes;
- for marketing purposes;
- for communication purposes;
- to perform agreements with our clients;
- to engage with funders on behalf of clients;
- for procurement;
- for historical, statistical and research purposes;
- for enforcement of our rights; and
- any other lawful purpose related to our business.

### **13. LINKS TO SOCIAL NETWORKING SERVICES**

We use social networking services such as WhatsApp and Facebook to communicate with the public about our products and 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.

### **14. DISCLOSURE OF YOUR PERSONAL INFORMATION**

We will share only relevant personal information about you with the following persons and

entities specified below, if it is necessary and lawful in the circumstances:

- Funders (e.g., medical schemes;)
- Other persons as may be required to perform agreements that we have entered into;
- Our vendors and suppliers who perform functions related to the business of DRS on a need-to-know basis, subject to confidentiality undertakings;
- The public: the names of our vendor and supplier partners are listed on our website, which provide links to their relevant websites;
- Our professional and legal advisers;
- Our accountants and auditors;
- Our insurers; and
- Relevant persons or entities as required or permitted by law, where we are under a duty to disclose or share your personal information in order to comply with any legal obligation or to protect the rights, property or safety of our business, clients, employees, the public or others.

We generally share relevant personal information about job applicants with the following persons and entities specified below, if it is necessary and lawful in the circumstances:

- Directors and relevant employees;
- Our professional and legal advisers;
- Our insurers;
- Law enforcement structures, including courts and tribunals; and
- Relevant persons or entities as required or permitted by law, where we are under a duty to disclose or share your personal information in order to comply with any legal obligation or to protect the rights, property or safety of our business, clients, employees, the public or others.

## **15. RECORD-KEEPING**

We maintain records of your personal information for as long as it is necessary for lawful purposes related to the conducting of our business, including as agreed with clients, to fulfil your requests, provide services to you, comply with legal obligations, attend to litigation, enforce agreements and for historical, statistical and research purposes subject to the provisions of the law.

## **16. INFORMATION SENT ACROSS THE BORDERS OF THE REPUBLIC OF SOUTH AFRICA**

We process and store your information in records and 'clouds' within the Republic 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.

### **17. SECURITY OF YOUR PERSONAL INFORMATION**

We are committed to ensuring the security of your personal information in order 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 in accordance with industry best practices. We use a variety of security technologies and procedures to protect your personal information from unauthorised access, use or disclosure. For example, we store the personal information you provide on computer servers with limited access that are located in controlled facilities. In addition, cabinets and offices where physical records are held are locked. Furthermore, only those directors, employees and service providers or suppliers that require access to your information to discharge their functions and to render services to us are granted access to your information and only if they have concluded agreements with us 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.

### **18. RIGHT TO ACCESS 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 have supplied that information subject to restrictions imposed in legislation. If you wish to exercise this right, please complete the prescribed form, available from our Information Officer, and submit it to the Information Officer. Costs may be applicable to such request, which can be obtained from the Information Officer. Please consult our PAIA Manual for further information. If you are a data subject of a client (e.g., patient), the request for access must be submitted to the relevant client (e.g., medical practice) in accordance with the procedures applicable at the client.

### **19. ACCURACY OF YOUR PERSONAL INFORMATION**

It is important that we always have accurate information about you on record as it could impact on communication with you and the discharge of our responsibilities as agreed between us. You must therefore inform us as soon as any of your information has changed. You may also request us to correct or delete any information. Such a request must be made in writing on the prescribed form to our Information Officer. The form can be obtained from the Information

Officer. You must provide sufficient detail to identify the information and the correction or deletion required. Information will only be corrected or 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 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. If you are a data subject of a client (e.g., patient), the request for a correction or deletion must be submitted to the relevant client (e.g., medical practice) in accordance with the procedures applicable at the client.

## **20. MARKETING OF PRODUCTS AND SERVICES**

If you have given us consent, we may occasionally inform you, electronically or otherwise, about supplementary products and services offered by us that may be useful or beneficial to you. You may at any time withdraw your consent and opt out from receiving such information. You may not opt-out of service-related communications, which are not promotional in nature.

## **21. CHANGES TO THIS 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 business or the law. We will publish the updated Privacy Policy on our website. It will also be available at our offices. 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.**

## **22. ENQUIRIES, CONCERNS AND COMPLAINTS**

All enquiries, requests or concerns regarding this Policy or relating to the processing of your personal information by us should be addressed to the Information Officer. You may also lodge a complaint with the Information Regulator at [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za) / +27 (0)10 023 5207 / +27 (0)82 746 4173.

## **23. LAWS APPLICABLE TO THIS PRIVACY POLICY**

This Privacy Policy is governed by the laws of the Republic of South Africa.