

A POPIA statement works best when it is clear, direct, and focused on how personal information is collected, used, stored, and protected. The version below is written specifically for a care-services organisation and pairs naturally with the Privacy Policy and Terms you already have.

POPIA Compliance Statement

Purpose of This Statement

This POPIA Compliance Statement explains how 4Medics processes and protects personal information in accordance with the **Protection of Personal Information Act (POPIA), Act 4 of 2013**. We are committed to handling all personal information lawfully, securely, and transparently.

What Personal Information We Process

We process personal information that is necessary for delivering our services. This may include:

- Names and contact details
- Identification or demographic information
- Health-related information relevant to support needs
- Information about mobility, daily routines, or care requirements
- Notes from assessments, consultations, or service interactions
- Communication records

This information is collected directly from you through registration forms, assessments, communication, and service delivery.

Why We Process Personal Information

We process personal information for the following purposes:

- Assessing support needs
- Creating personalised care plans
- Delivering and managing services
- Communicating schedules, updates, or changes
- Maintaining internal records
- Meeting legal or regulatory obligations

We only process information that is relevant and necessary for these purposes.

Lawful Basis for Processing

We process personal information based on:

- **Your consent**, provided when you submit a form or request services
- **Contractual necessity**, when information is required to deliver agreed services
- **Legal obligations**, where certain records must be kept
- **Legitimate interests**, such as ensuring service quality and safety

You may withdraw consent at any time, subject to legal or contractual requirements.

How We Protect Personal Information

We take reasonable and appropriate measures to safeguard personal information, including:

- Secure digital storage
- Access controls and password protection
- Staff confidentiality agreements
- Restricted access to sensitive information
- Regular review of data-handling practices

Information is retained only for as long as necessary for service delivery or legal compliance.

Sharing of Personal Information

We do not sell personal information. Information may be shared only when necessary to:

- Deliver services (e.g., with caregivers, nurses, or transport staff)
- Comply with legal or regulatory requirements
- Protect the safety or rights of clients or staff

Any third party involved in service delivery is required to follow POPIA-aligned privacy standards.

Your Rights Under POPIA

You have the right to:

- Request access to your personal information
- Ask for corrections or updates
- Withdraw consent where applicable
- Request deletion of information (subject to legal requirements)
- Object to certain types of processing

- Ask how your information has been used

Requests can be made by contacting us directly.

Data Breach Notification

If a data breach occurs that may compromise your personal information, we will notify you and the Information Regulator as required by POPIA.

Contact Information

For POPIA-related enquiries, corrections, or requests, you can contact:

Email: info@4medics.co.za