

Privacy Policy

Introduction

This Privacy Policy explains how 4Medics collects, uses, stores, and protects personal information. We are committed to handling all information responsibly and in accordance with applicable privacy laws, including the Protection of Personal Information Act (POPIA).

Information We Collect

We collect personal information that helps us provide our services effectively. This may include:

- Name and surname
- Contact details (phone number, email address)
- Address or location information
- Information about the person requiring support
- Details about health, mobility, or daily-living needs
- Notes from assessments or consultations
- Communication records between you and our team

This information is collected through our registration form, contact forms, email communication, and during assessments or service delivery.

How Your Information Is Used

We use your information to:

- Respond to enquiries
- Assess support needs
- Create personalised care plans
- Deliver and manage services
- Communicate about schedules, updates, or changes
- Maintain internal records
- Meet legal or regulatory requirements

We only use personal information for purposes directly related to the services we provide.

Sharing of Information

We do not sell or share your personal information with third parties for marketing. Information may be shared only when necessary to:

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

Any third party involved in service delivery is required to maintain confidentiality and follow privacy standards.

Storage and Security

We take reasonable steps to protect personal information from loss, misuse, unauthorised access, or disclosure. This includes:

- Secure digital storage
- Restricted access to sensitive information
- Password-protected systems
- Staff confidentiality agreements

Information is retained only for as long as necessary to provide services or meet legal requirements.

Your Rights

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)
- Ask how your information has been used

Requests can be made by contacting us directly.

Cookies and Website Data

Our website may use basic cookies or analytics tools to improve functionality and understand how visitors use the site. This information is anonymous and does not identify individual users.

Updates to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

Contact Information

If you have questions about this Privacy Policy or how your information is handled, you can contact us at:

Email: info@4medics.co.za