

VERTEBRA CHIROPRACTIC

PATIENT PRIVACY NOTICE

Effective date: 24 June 2026

Practice: Vertebra Chiropractic

Practitioner: Dr Sonia Bowers

Address: 44 Kenilworth Road, Kenilworth, Cape Town, 7708

Telephone: 087 135 4456

Email: sonia@vertebra.co.za

Website: www.vertebra.co.za

1. Purpose of this Privacy Notice

Vertebra Chiropractic respects your privacy and is committed to protecting your personal information.

This Privacy Notice explains what personal information we collect, why we collect it, how we use it, who it may be shared with, and what rights you have in relation to your personal information.

The Practice processes personal information in accordance with the Protection of Personal Information Act, 2013 (POPIA), the Promotion of Access to Information Act, 2000 (PAIA), applicable healthcare legislation and professional obligations.

2. Who is responsible for your personal information?

Vertebra Chiropractic is the Responsible Party for personal information processed by the Practice.

The Information Officer is:

Dr Sonia Bowers

Vertebra Chiropractic
44 Kenilworth Road
Kenilworth
Cape Town
7708

Email: sonia@vertebra.co.za

Telephone: 087 135 4456

Any questions about this Privacy Notice or the processing of your personal information may be directed to the Information Officer.

3. What personal information do we collect?

The Practice may collect and process the following personal information:

Identification information

- Full name and surname
- Identity number or passport number
- Date of birth

Contact information

- Residential address
- Postal address
- Email address
- Telephone and mobile numbers
- Emergency contact details

Employment or occupation information

- Occupation
- Employer details where voluntarily provided

Medical aid and billing information

- Medical aid scheme details
- Membership number
- Dependant details where applicable
- Invoices

- Statements
- Payment records
- Claims information

Health and clinical information

- Medical history
- Presenting complaints
- Examination findings
- Clinical notes
- Treatment records
- Progress notes
- Referral letters
- Reports from other healthcare practitioners
- Radiology reports
- MRI, CT, ultrasound or bone density reports
- Blood test results and pathology reports
- Other healthcare information relevant to your care

Health information is special personal information and is treated as confidential.

4. Why do we collect and use your personal information?

Your personal information is collected and processed for the following purposes:

- To provide chiropractic assessment and treatment
- To maintain accurate healthcare records

- To communicate with you about appointments and treatment
 - To send appointment reminders
 - To process medical aid claims where applicable
 - To issue invoices, statements and receipts
 - To communicate with other healthcare practitioners where necessary and appropriate
 - To receive or review referral letters, radiology reports and pathology results
 - To comply with legal, professional and regulatory obligations
 - To manage the administration of the Practice
 - To respond to access requests, complaints or legal requirements
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5. How do we collect your personal information?

Personal information may be collected directly from you, or from other sources where necessary for your care.

This may include:

- Patient registration forms
- Informed consent forms
- Consultations
- Telephone calls
- SMS communications
- Email communications
- WhatsApp communications

- Referral letters
 - Medical aid information
 - Radiology providers
 - Pathology laboratories
 - Other healthcare practitioners
 - Secure healthcare portals
 - Electronic practice management systems
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6. Communication with patients

The Practice may communicate with patients by:

- Telephone
- SMS
- Email
- WhatsApp

These communications may relate to:

- Appointment bookings
- Appointment reminders
- Appointment changes or cancellations
- Administrative enquiries
- Referral arrangements
- Healthcare-related communication
- Documents or information relating to your care

The Practice takes reasonable steps to protect patient information when using electronic communication. However, patients should be aware that electronic communication may carry inherent security risks.

7. Who may your information be shared with?

Your personal information may be shared only where necessary, lawful and appropriate.

This may include sharing information with:

- Medical aid schemes
- Healthcare practitioners involved in your care
- Radiology providers
- Pathology laboratories
- Specialist practitioners
- Administrative support personnel authorised by the Practice
- Navitas, as the Practice's electronic practice management system and Operator
- Theta Connect, for telephone answering and appointment scheduling
- Accountants, bookkeepers or professional advisers where required
- Regulatory authorities where required by law

The Practice does not sell patient personal information.

8. Third-party operators

The Practice uses certain third-party service providers who may process personal information on behalf of the Practice.

These include:

Navitas

Navitas is used as the Practice's electronic practice management system. Navitas may store and process patient administration records, appointment records, billing and invoicing records, medical aid information, clinical records and related healthcare information.

Thetha Connect

Thetha Connect is used for telephone answering, appointment scheduling and diary management. Thetha Connect may access limited patient information necessary to perform these services, such as names, contact details and appointment information.

Third-party operators are expected to process personal information only for authorised purposes and to maintain appropriate confidentiality and security safeguards.

9. Storage and protection of records

The Practice keeps patient information in physical and electronic form.

Physical patient files are stored within the Practice premises. The practice room is secured when not in use and access is restricted to authorised persons.

Electronic information is stored in password-protected systems, secure healthcare portals and electronic practice management systems.

Reasonable safeguards are used to protect personal information against loss, unauthorised access, misuse, disclosure or alteration.

10. Cross-border storage or processing

Some personal information may be stored or processed outside South Africa by authorised service providers used by the Practice, including electronic practice management or cloud hosting providers.

Where this occurs, the Practice takes reasonable steps to ensure that appropriate safeguards are in place and that the processing complies with POPIA.

11. How long do we keep your information?

Patient records are retained for as long as required by healthcare, legal, professional and regulatory obligations.

As a general guideline:

- Adult patient records are retained for at least 6 years after the last treatment
- Records relating to minors are retained until the patient reaches at least 21 years of age, or for at least 6 years after the last treatment, whichever is longer
- Financial and tax records are retained for at least 5 years
- Medical aid and billing records are retained for at least 6 years
- PAIA and POPIA-related records are retained for at least 5 years

Records may be kept for longer where required by law, professional obligations, possible disputes, insurance requirements or legitimate healthcare purposes.

12. Your rights

You have the right to:

- Ask what personal information the Practice holds about you
- Request access to your patient records
- Ask for correction of inaccurate or outdated personal information
- Object to certain processing of your personal information where permitted by law
- Withdraw consent where processing is based on consent
- Lodge a complaint with the Information Officer
- Lodge a complaint with the Information Regulator

Requests must be made in writing to the Information Officer.

13. Requests for access to records

Patients may request access to their own records by contacting the Information Officer.

The Practice may require:

- Proof of identity
- Sufficient information to identify the requested record
- Written authority where a request is made on behalf of another person

Access may be subject to applicable legal limitations, professional obligations and the rights of third parties.

14. Complaints

If you believe your personal information has not been handled appropriately, please contact:

Dr Sonia Bowers

Information Officer

Vertebra Chiropractic

Email: sonia@vertebra.co.za

Telephone: 087 135 4456

If you are not satisfied with the response, you may lodge a complaint with the Information Regulator.

Information Regulator (South Africa)

Telephone: 010 023 5200

POPIA complaints: POPIAComplaints@inforegulator.org.za

PAIA complaints: PAIAComplaints@inforegulator.org.za

15. Updates to this Privacy Notice

This Privacy Notice may be updated from time to time. The latest version will be made available at the Practice and, where applicable, on the Practice website.