

PRIVACY POLICY

YOU AGREE THAT THE CHOICE TO PROVIDE THE AHPCSA WITH CERTAIN PERSONAL INFORMATION / DATA VIA THE AHPCSA WEBSITE IS ALWAYS YOUR CHOICE, HOWEVER AT THE AHPCSA WE VALUE YOUR PERSONAL INFORMATION / DATA AND ARE COMMITTED TO SAFEGUARDING THE PRIVACY OF THE AHPCSA WEBSITE USERS; THIS POLICY SETS OUT HOW THE AHPCSA WILL TREAT THE USER'S PERSONAL INFORMATION. BY SUBMITTING PERSONAL INFORMATION OR USING THE AHPCSA WEBSITE YOU CONSENT THAT WE MAY PROCESS YOUR PERSONAL INFORMATION IN ACCORDANCE WITH THIS POLICY.

1. WHAT INFORMATION WE MAY COLLECT

We may collect, store and use the following personal data:

- 1.1. Information about your computer and about your visits to and use of the AHPCSA website (including but limited to your internet protocol address, geographical location, browser type, referral source, length of visit and number of page views);
- 1.2. Information that you provide to us for the purpose of contacting us (including name, contact number and email address); and
- 1.3. Any other information that you choose to send to us via the AHPCSA Website.

2. COOKIES

- 2.1. Cookies may be used by us to understand the users of our website better. Cookies allow us to understand who has seen which pages and advertisements, to determine how frequently particular pages are visited and to determine the most popular areas of our website. Depending on the type of cookie we use, cookies also allow us to make our website more user friendly, for example, permanent cookies allow us to save the user's password so that the User does not have to re-enter it every time the user visits our website;
- 2.2. You can usually adjust your browser so that your computer does not accept cookies. If you do this, you will still be able to browse around the site but the functions that allow you to access an existing account or page that requires a username or password, will not be available;
- 2.3. Alternatively you can adjust your browser to tell you when a website tries to put a cookie on your computer. How you adjust your browser to stop it accepting cookies or to notify you of them, will depend on the type of internet browser programme that your computer uses;
- 2.4. Please remember, cookies do not contain personal information such as your home address, telephone number or credit card details. We do not exchange cookies with any third party websites or external data suppliers;
- 2.5. Your browser also generates other information, including which language the site is displayed in, and your Internet Protocol address ("IP address"). An IP address is a set of numbers which is assigned to the User's computer during a browsing session whenever the User logs onto the Internet via your internet service provider or your network (if you access the Internet from, for example, a computer at work). Your IP address is automatically logged by our servers and used to collect traffic data about visitors to our websites. We do not use your IP address to identify you personally; and
- 2.6. We only keep cookies for the duration of your visit to our website.

3. USING YOUR PERSONAL DATA

- 3.1. Personal data submitted on the AHPCSA website or by any other electronic communications will be used for the purposes specified in this privacy policy or in relevant parts of the AHPCSA Website.
- 3.2. We may use your personal information to:
 - 3.2.1. administer the website;
 - 3.2.2. improve your browsing experience by personalising the website;
 - 3.2.3. enable your use of the services available on the website;
 - 3.2.4. send you notifications which we feel may be relevant to you or as requested by you;
 - 3.2.5. send to you information relevant to you as a registered practitioner of the AHPCSA or any Professional Board;
 - 3.2.6. send to you our newsletter (where applicable) and other communications relating to the AHPCSA or any of the Professional Boards or the businesses of carefully-selected third parties, which we think may be of interest to

you by post or, where you have specifically agreed to this, by email or similar technology (you can inform us at any time if you no longer require marketing communications);

- 3.2.7. provide third parties with statistical information about our website users – but this information will not be used to identify any individual user; and
- 3.2.8. deal with enquiries and complaints made by or about you relating to the website.
- 3.3. Where you submit personal information for publication on our website, we will publish and otherwise use that information in accordance with the licence you grant to us.
- 3.4. If you are an existing practitioner of the AHPCSA, we will contact you by electronic means or by telephone with information which we may think as relevant to you as a practitioner, unless you advise us otherwise in writing.
- 3.5. If you are a new practitioner, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this.
- 3.6. **Forums:** It is important to be aware that forums are open areas for all registered forum members to submit comments and view comments of other forum members. You should not add your personal information to a forum and if you want to add any personal information you should know that we have no responsibility to keep your personal information being used by any other forum member.
- 3.7. **Submission of Personal Information on behalf of another:** Kindly take note that if you provide information on behalf of someone else, then it is your responsibility to obtain the necessary consent from such person before making the information available to us. On receipt of personal information we assume that the necessary consent has been obtained.

4. DISCLOSURES

- 4.1. We may disclose information about you to any of our employees, officers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes as set out in this privacy policy.
- 4.2. In addition, we may disclose information about you:
 - 4.2.1. to the extent that we are required to do so by law;
 - 4.2.2. in connection with any legal proceedings or prospective legal proceedings;
 - 4.2.3. in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk); and
- 4.3. Except as provided in this privacy policy, we will not provide your information to third parties.
- 4.4. Occasionally third parties may provide information processing services to AHPCSA. In those circumstances those third parties shall be required to enter into a Non Disclosure Agreement on no less stringent terms than found in this privacy statement and to process and protect your personal information in accordance with our instructions; and
- 4.5. We may from time to time disclose aggregate information (non-identifiable personal information) to third parties to identify the user population in terms of our website – and/ or services utilisation.

5. SECURITY OF YOUR PERSONAL DATA

- 5.1. We will take appropriate technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.
- 5.2. We will store all the personal information you provide on our secure servers.
- 5.3. Of course, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

6. RETENTION OF RECORDS

- 6.1. We will remove your personal information from the active operations of the AHPCSA on receipt of written cancellation of registration with the AHPCSA, however will retain same in accordance with the relevant retention laws of South Africa, i.e. Regulations of Interception of Communications and Provision of Communication-related Information Act 70 of 2002 that requires us to retain certain communication related information.
- 6.2. Records of personal information will not be retained for longer that is necessary for archiving purposes for which the information was collected, unless retention of record is required or authorised by law;
- 6.3. Records of personal information shall be retained for periods in excess of those contemplated in clause 6.1 above for historical, statistical or research purposes, subject to the AHPCSA establishing appropriate safeguards against the records being used for any other purpose.

7. Social Media Platforms

- 7.1. Communication, engagement and actions taken through external social media platforms that the AHPCSA website and its council members, and or employees participate in are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively.
- 7.2. You are advised to use social media platforms wisely and communicate / engage with them with due care and caution in regard to their own privacy and personal information. This website nor its council members or employees will ever ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact us through primary communication channels such as by telephone or email.
- 7.3. The AHPCSA website and its council members and/or employees through their social media platform accounts may share web links to relevant web pages. By default some social media platforms shorten lengthy URL's [web addresses]. You are advised to take caution and good judgement before clicking any shortened URL's published on social media platforms by this website. Despite the best efforts to ensure that only genuine URL's are published many social media platforms are prone to spam and hacking and therefore this website and its owners cannot be held liable for any damages or implications caused by visiting any shortened links.
- 7.4. Any unlawful use of a social media platform or breach of such social media platform terms and conditions may result in disciplinary action taken by the AHPCSA.

8. POLICY AMENDMENTS

We may update this privacy policy from time-to-time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes.

9. YOUR RIGHTS

- 9.1. You have a right to see your [personal information](#) that we keep about you. You may instruct us to provide you with any personal information we hold about you upon receipt of a written request and payment of a fee as per the Promotion of Access to Information Act 2 of 2000 ([click here](#) to access). If you are concerned that any of the information we hold on you is incorrect please contact the AHPCSA immediately.
- 9.2. You may instruct us not to process your personal information for marketing purposes by email us at any time to the following email address: info@ahpcsa.co.za, or by using the 'unsubscribe' function on our electronic communications;
- 9.3. **How can you remove your name /email address from the AHPCSA mailing list?**
If you want to be removed from the AHPCSA mailing list, please send an email (the email as per the AHPCSA records) to info@ahpcsa.co.za with the word '**UNSUBSCRIBE**' in the subject line. Please note that it may take up to 20 days to action your request. In addition, each electronic mailing we send you will contain details of how you can unsubscribe.
- 9.4. Please let us know if the personal information which we hold about you needs to be corrected or updated.

10. THIRD PARTY WEBSITES

Please be aware that the AHPCSA website may link to other websites which may be accessed through the AHPCSA website. The AHPCSA is not responsible for the data protection - or privacy policies or procedures or the content of these linked websites.

11. CONTACT

If you have any questions about this privacy policy or our treatment of your personal data, please write to us by email to info@ahpcsa.co.za or by post to the address as per our terms and conditions.

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