

Privacy Policy Effective Date: 01 July 2026

Dr A Sirkar INC ("we", "us", "our") is committed to protecting your privacy and the confidentiality of your personal information in accordance with the **Protection of Personal Information Act, 2013 (POPIA)**, the **National Health Act, 2003**, HPCSA ethical guidelines (including those on confidentiality and good practice), and other applicable South African laws.

1. Information We Collect

We collect and process personal information (including special personal information such as health/medical data) necessary for providing specialist medical care. This may include:

- Identification and contact details (name, ID number, address, telephone, email);
- Medical history, health status, test results, treatment records, and related family information;
- Guardian/parent details (for paediatric/minor patients);
- Billing and medical aid/insurance information;
- Referral letters and correspondence from other healthcare providers.

2. Purpose of Processing

Your personal information is processed lawfully and minimally for:

- Providing, managing, and documenting specialist healthcare services;
- Diagnosis, treatment, follow-up, and referrals;
- Billing, medical aid claims, and administrative purposes;
- Compliance with HPCSA registration, ethical rules, legal obligations (e.g., reporting notifiable conditions), and professional standards;
- Maintaining accurate patient records as required by health legislation.
- We do not process your information for unrelated marketing or commercial purposes without your explicit consent.

3. Lawful Basis and Special Personal Information

Processing is justified under POPIA Sections 11 and 32 (healthcare provision by a healthcare provider bound by confidentiality duties) and HPCSA ethical obligations. We rely on your implied or express consent for treatment, legal obligations, and our legitimate interests in delivering quality care while protecting confidentiality.

4. Sharing Your Information

We may share your information (minimally and securely) with:

- Other healthcare professionals involved in your care (e.g., referring doctors, pathologists, hospitals);
- Medical aids/insurers for claims processing;
- HPCSA or regulatory authorities when required;
- Our service providers (e.g., secure IT/cloud storage, billing software) bound by confidentiality agreements and POPIA-compliant operator agreements.

We do not share your information internationally unless necessary and with appropriate safeguards (e.g., for specialist second opinions), and only with your consent or as permitted by law.

5. Security and Retention

We implement reasonable technical, organisational, and physical measures (e.g., password protection, encryption, access controls, staff training, secure storage) to protect your information from loss, unauthorised access, or breach, in line with POPIA and HPCSA guidelines. Patient records are retained as required by health legislation (generally 6+ years after last consultation or as per HPCSA rules), then securely destroyed.

6. Your Rights

As a data subject under POPIA, you have the right to:

- Access, correct, or update your information;
- Object to processing (subject to legal/clinical necessities);
- Request destruction/deletion when no longer required;
- Lodge a complaint with the Information Regulator (info regulator.org.za).

To exercise these rights or report concerns, contact our Information Officer:

Dr A Sirkar

Email: info@drsirkar.co.za

Telephone: 0315374018

Physical Address: **Life Mount Edgecombe Hospital**/163–179 Redberry Road/Phoenix, 4068

Mediclinic Victoria Hospital/35 High Street/Gandhinagar, oThongathi, 4400

7. Changes to This Policy

We may update this policy to reflect legal or practice changes. The current version is available on our website.

By using our services or website, you acknowledge this policy. For treatment, specific consent forms may supplement this notice.

If you have questions, please contact us.