



NuForm Health (Pty) Ltd

Privacy Policy

Effective Date: 13/08/2025

Last Updated: 13/08/2025

Introduction

NuForm Health (Pty) Ltd ("NuForm Health", "we", "us", "our", "the practice") respects your privacy and is committed to protecting personal information in accordance with the Protection of Personal Information Act, 4 of 2013 ("POPIA") and other applicable laws. This Privacy Policy explains how we collect, use, store, and protect your information when you visit our website, communicate with us, or make use of our services.

Applicability of this Privacy Policy

This Privacy Policy applies whenever:

- You make use of our medical or related services;
- You contact or communicate with us via our website, booking platform, email, telephone, or other digital channels;
- You provide, update, or request access to your personal information;
- We collect or process information about you from third parties, where lawful; and
- You opt in to receive marketing or educational communications.

Collection and Processing of Personal Information

We collect and process personal information in a manner that complies with POPIA. We only collect information necessary for lawful medical, administrative, and operational purposes, and we do not process your personal information in ways incompatible with those purposes.

We will always aim to collect information directly from you with your consent. Where personal information is collected indirectly (e.g., via medical aid verification, referring practitioners, or publicly available sources), we will notify you where reasonably practicable.

In limited circumstances, and as permitted under POPIA, we may collect information without your consent when:

- The information is contained in or derived from a public record or has deliberately been made public by you;
- Collection from another source would not prejudice your legitimate interests;
- It is required by law;
- It is necessary to maintain the legitimate interests of the practice or a third party to whom it was supplied; or
- Compliance would prejudice a lawful purpose of collection or is not reasonably practicable.

Please do not send personal information about third parties without first obtaining their consent. Where you provide such information, we will assume that consent has been obtained.

Categories of Personal Information Collected

Depending on your relationship with the practice, we may collect the following:

Patients and clients:

- Name, ID number or passport number, date of birth;
- Contact details (email, phone, address);
- Health-related information voluntarily provided for diagnosis or treatment;
- Payment details (processed securely through third-party providers such as Paystack);
- Appointment and consultation history;
- Website usage data (e.g., IP address, cookies).

Employees and job applicants:

- Contact details, ID number, education, employment history, references, and financial or tax information where required by law.

Suppliers and service providers:

- Business details, contact information, banking and tax registration details, and contractual information necessary for service delivery.

Minors:

We do not collect personal information of persons under 18 without the verified consent of a parent or guardian.

Purpose of Processing

Your personal information is processed to:

- Provide healthcare, sport and lifestyle medicine services; Manage appointments, patient records, and billing;
- Process payments securely;
- Communicate regarding your healthcare or enquiries;
- Comply with legal, ethical and regulatory obligations;
- Improve our website functionality, services, and patient experience.

Lawful Basis for Processing

We process your personal information based on one or more of the following grounds under POPIA:

- Your consent;
- Performance of a contract or service;
- Compliance with legal obligations; and/or
- Legitimate interests related to patient care, health and safety, or business operations.

Information Sharing and Operators

We do not sell, rent, or trade your personal information. We may share your data with:

- Healthcare professionals involved in your care (with your consent);
- Service providers or operators (e.g., Wix Bookings, Paystack, laboratories, IT providers) who assist us under written agreements that limit their use of your data to what is necessary to perform their services;

Regulatory, judicial, or law enforcement bodies where disclosure is required by law

All operators are required to implement proper technical and organisational safeguards to protect your information and comply with POPIA.

Data Storage and Security

We implement reasonable physical, technical and organisational safeguards to protect your personal information from loss, misuse, or unauthorised access. Information is stored securely, and access is limited to authorised personnel only.

While we regularly monitor our systems for vulnerabilities, no system is entirely infallible. If a data breach occurs and your information is compromised, we will notify you and the Information Regulator in writing as soon as practicably possible. Emails sent to the practice are not encrypted and may be monitored; please avoid sending highly sensitive information by email.

Your Rights Under POPIA

You have the right to:

- Be notified when your information is collected or accessed unlawfully;
- Access personal information held about you (a reasonable fee may apply);
- Request correction, deletion, or destruction of personal information;

- Object to processing on reasonable grounds;
- Withdraw consent at any time (subject to lawful limitations);
- Lodge a complaint with the Information Regulator; and
- Institute civil proceedings for the protection of your personal information.

Cookies and Tracking Technologies

We use cookies to improve your browsing experience. You can manage cookie preferences in your browser settings. Disabling cookies may affect website functionality.

Confidentiality of Health Information

Any health-related information you provide is treated with strict confidentiality in line with ethical medical practice and POPIA's requirements for special personal information.

Retention of Information

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected or as required by law. Medical records are retained in line with the requirements of the Health Professions Council of South Africa and National Health Act, 61 of 2003. Once the retention period expires, information will be securely deleted or destroyed.

Changes to This Policy

We may update this Privacy Policy from time to time. Updated versions will be posted on our website with a revised effective date.

Contact Information

If you have questions or wish to exercise your POPIA rights, please contact us at:

NuForm Health (Pty) Ltd
Email: dr.melissa@nuformhealth.co.za
Phone: +27 68 948 1808
Address: 26 Russell Street, Worcester, 6850