

# POPIA Documentation

Effective Date: 05/06/2025

## 1. Introduction

Jordaan & Coetzer Attorneys is committed to protecting your privacy and ensuring that your personal information is collected and used lawfully, appropriately, and transparently. This Privacy Policy explains how we collect, use, disclose, and protect your personal information in accordance with the Protection of Personal Information Act (POPIA), 4 of 2013.

## 2. Information We Collect

We collect and process your personal information to provide our wound care services. Information collected may include:

- Name
- Contact details (phone number, email)
- Medical information related to treatment
- Billing information
- Usage data (cookies, IP addresses)

## 3. How We Use Your Information

We use your personal information to:

- Provide wound care services
- Process payments and manage billing
- Communicate regarding services and updates
- Ensure compliance with legal requirements

## 4. Disclosure of Information

Your personal information will not be disclosed to third parties unless:

- You give your consent
- It is necessary to provide our services
- Required by law

## 5. Security of Information

We take reasonable precautions to protect your information, but no system is fully secure. We cannot guarantee complete security.

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## 6. Your Rights

You have the right to:

- Access, correct, or delete your personal information
- Object to its processing
- Lodge complaints with the Information Regulator

## 7. Retention of Information

We retain your personal information only as long as necessary to fulfill the purposes for which it was collected.

## 8. Cookies

Our website uses cookies to improve your browsing experience. You may disable cookies through your browser settings.

## 9. Contact Us

For any questions, please contact us at:

Email: [legal@jordanandcoetzer.co.za](mailto:legal@jordanandcoetzer.co.za)

Phone: +27 17 634 2102