

PRIVACY POLICY

1. Scope of the Privacy Policy

The Practice takes the privacy of Users of Dr DS Ndlovu and Dr NJ Raymond's website very seriously. Please read the following to learn more about Dr DS Ndlovu and Dr NJ Raymond's privacy policy.

- 1.1. This policy relates to how The Practice uses, stores and collects personal information collected from Users of Dr DS Ndlovu and Dr NJ Raymond's website.
- 1.2. Personal information is information about the User that is personally identifiable like the user's name, surname, email address, and/or postal address and that is not otherwise publicly available.
- 1.3. This policy does not apply to the practices of companies that Dr DS Ndlovu and Dr NJ Raymond does not own or control or with whom Dr DS Ndlovu and Dr NJ Raymond is affiliated or contracted, or to people that The Practice does not employ or manage.
- 1.4. This Privacy Policy forms part of the Terms and Conditions of use for Dr DS Ndlovu and Dr NJ Raymond's website.

2. Use and Collection of the Information Collected

- 2.1. The Practice collects personal information when the User request to be contacted or to be provided with more information on the services Dr DS Ndlovu and Dr NJ Raymond provides. The Practice may combine information about a specific User with information it obtains from business partners or other companies.
- 2.2. Once a user has registered on Dr DS Ndlovu and Dr NJ Raymond's website the User will no longer be anonymous to The Practice.
- 2.3. At the point of collection, The Practice will provide the User with an "opt-out" mechanism that will provide the User the opportunity to indicate that he/she does not want The Practice to send the User any further communications.
- 2.4. The Practice uses information collected from Dr DS Ndlovu and Dr NJ Raymond's website, for the following general purposes: to fulfil User requests for products and services, provide User's with The Practice's news, improve The Practice's services, and to conduct research.

- 2.5. Although The Practice will undertake reasonable endeavours not to allow the use of personal information for other purposes, Dr DS Ndlovu and Dr NJ Raymond cannot guarantee that personal information will not be used for other purposes.

3. Children

- 3.1 The Practice takes the privacy of children online very seriously. Children under the age of 13 years should have a parent/guardian's consent before providing any personal information to The Practice. The practice will not require or request children under this age to provide any personal information that is reasonably necessary to participate in the applicable activity on Dr DS Ndlovu and Dr NJ Raymond's website.
- 3.2 If The Practice determines upon collection that a user is under this age, The Practice will not use or maintain his/her personal information without the parent/guardian's consent.

4. Information Sharing and Disclosure

The Practice does not rent, sell, or share personal information about the User with other people or non-affiliated companies except to provide products or services Users have requested.

5. The user's ability to delete his/her information

- 5.1. The user may edit their information, including marketing preferences, at any time, provided this information remains accurate in accordance with Dr DS Ndlovu and Dr NJ Raymond's Terms and Conditions.

6. Confidentiality and Security

The Practice has placed physical, technological and procedural security safeguards in place that comply with best practices to protect personal information about the user.

7. Changes to the Privacy Policy

Dr DS Ndlovu and Dr NJ Raymond may update this policy. It is the responsibility of the User to keep up to date of any changes to this policy.

8. Feedback

If a User has any questions, suggestions or comments, Users are requested to complete the feedback section on Dr DS Ndlovu and Dr NJ Raymond's website. Any comments posted on the feedback section will not be accessible to the general public.

9. Update of the Privacy Policy

This Privacy Policy was last updated July 2021

Practice Number: 0924148

Dr DS Ndlovu and Dr NJ Raymond

Netcare The Bay Hospital, 6 Kruger Rand Road, Richards Bay Central, 3900 and Netcare Alberlito Hospital, 1 Kirsty Close, Ballito, 4420