

Bare Counselling Privacy Notice

We care about your privacy and this notice describes how we collect, use, and process your information, and how, in doing so, we comply with the legal obligations to you. Our practice policy is to respect the privacy of our clients, their families, and to maintain compliance with POPI (Protection of Personal Information Act).

When you contact us via social media, email or phone we collect your basic information including your name, ID number, address and contact details such as email and mobile number etc, we use this information to communicate with you.

We will also collect sensitive confidential data in the form of health information, religious belief, ethnicity, and sexual orientation during the services we provide to you and or linked to your healthcare through the other healthcare providers or third parties such as medical aids.

We maintain records about your health and any treatment or care you have received previously. These records help provide you with the best possible counselling healthcare.

Information may be used within the practice for clinical audit to monitor the quality of the service we provide.

Every staff member who works for Bare Counselling has a legal obligation to keep information about you confidential. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e., life or death situations), where the law requires information to be passed on e.g., in the case of notifiable diseases like COVID-19.

I am aware of the following regarding the practice' POPI Act policy:

- o We collect and store the information about you in order for us to adhere to administrative requirements of the practice
- o We collect and store information about in or order for us to continually assess, treat and manage your clinical best interest.
- o We will use your personal information only for the purposes for which it was collected and agreed with you
- o We may disclose your personal information to our trusted service providers who are involved in the delivery of services to you (i.e for billing purposes). We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.
- o We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure.
- o You have the right to request a copy of the personal information we hold about you. Please note that any such access request may be subject to a payment of a legally allowable fee

If we do not hear from you in the contrary, it is accepted that you are in agreement with all that is stipulated in this privacy statement.

Should you have any concerns, questions or wish to withdraw or change your consent at any time, please contact us at abby@barecounselling.co.za.



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bare counselling