



Lawrence & Harwood Neuropsychologists t/a

CAPE TOWN NEUROPSYCHOLOGY SERVICES

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Cape Town Neuropsychology Services POPIA Privacy Notice & Consent

Cape Town Neuropsychology Services (CTNS) is committed to protecting clients' personal information and ensuring that it is collected and used properly, lawfully, and transparently in accordance with the Protection of Personal Information Act (POPIA, No. 4 of 2013).

1. In order to provide neuropsychological services, the practice (Cape Town Neuropsychology Services, as well as its associates, locums, clinical and administrative team, and any contracted service providers) may collect and process personal information for the following purposes:
 - a. Provision of healthcare services within a professional health relationship
 - b. Communication related to the client's care via phone, email, WhatsApp, or video call
 - c. Communication with other healthcare providers involved in the client's care
 - d. Administrative and billing processes, including medical aid claims and debt recovery where applicable
 - e. Communication with medical aids or third parties responsible for payment
 - f. Compliance with legal, ethical, and professional obligations
2. Personal information may be shared, where necessary and appropriate, with:
 - a. Medical aids, insurers, or other third-party funders
 - b. Referring practitioners and other healthcare providers involved in care
 - c. Administrative, billing, or practice support services
 - d. Contracted service providers involved in practice operations

Only relevant and necessary information will be shared for the purposes of care, administration, or legal compliance.

3. Secure third-party systems may be used for documentation, record-keeping, scheduling, communication, and transcription. This may include the use of AI-assisted documentation tools (such as Heidi) to support clinical record-keeping. These tools assist with documentation but do not replace clinical judgment. While reasonable safeguards are in place and systems are selected for POPIA compliance, no digital system can guarantee absolute security. All efforts are made to safeguard confidential information and to limit the risk of loss, damage, or unauthorised access.
4. Personal information will only be stored for as long as is necessary for the purposes for which it was collected and in accordance with applicable legal and professional requirements, including HPCSA guidelines.
5. In terms of POPIA, clients have the right to:
 - a. Access their personal information
 - b. Request correction of inaccurate or incomplete information
 - c. Request deletion of information where appropriate
 - d. Object to certain forms of processing
 - e. Withdraw consent, where processing is based on consent

Requests should be made in writing to the practice.

6. Where consent is required for certain types of processing (such as the use of digital systems), this consent may be withdrawn in writing. Clients acknowledge that this may impact the services that can be provided.
7. The practice takes reasonable technical and organisational measures to protect personal information against loss, misuse, unauthorised access, disclosure, or alteration.
8. Cape Town Neuropsychology Services (CTNS) is the Responsible Party for the processing of personal information. For queries, requests, or concerns regarding personal information, please contact: admin@ctneuropsych.co.za
Clients also have the right to lodge a complaint with the Information Regulator of South Africa.
9. This policy may be updated from time to time to reflect changes in legislation or practice operations.