

# PRIVACY POLICY

## THE PROTECTION OF PERSONAL INFORMATION ACT 4 of 2013

### POPI WEBSITE DISCLAIMER

By viewing this website you hereby acknowledge that you have read and accepted the Protection of Personal Information (POPI) disclaimer. Ivy Road Veterinary Clinic shall take all reasonable measures to protect the personal information of candidates/applicants.

Ivy Road Veterinary Clinic collects, stores, and uses your information primarily for the following purposes:

- responding to your queries posted on our website or emailed to us.

Whenever you use our website, complete an application or registration form, contact us electronically or use one of the services offered by us, we will collect your personal information. The information we maintain concerning our clients are stored in databases that have built-in safeguards to ensure its privacy and confidentiality. We utilize a cloud base system from an international standard. We accept no liability whatsoever for any loss, damage (whether direct, indirect, special, or consequential) and/or expenses of any nature whatsoever which may arise as a result of, or which may be attributed directly or indirectly from information made available on these pages or links, or actions or transaction resulting therefrom.

### DEFINITION OF PERSONAL INFORMATION

According to the Act “personal information” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. Further to the Protection of Personal Information Act, also includes the following items as personal information, which will be collected by Archer Inspirations, namely:

- 1.Name
2. Surname
3. Contact number
4. Email.
5. Address (Optional)

### DEFINITIONS

- **Account** means a unique account created for you to access our service or parts of our service.
- **Company** (referred to as either "the company", "we", "us" or "our" in this agreement) refers to Ivy Road Veterinary Clinic, situated at our registered place of business.
- **Cookies** are small files that are placed on your computer, mobile device, or any other device by a website, containing the details of your browsing history on that website among its many uses.

- **Device** means any device that can access the service such as a computer, a cell phone, or a digital tablet.
- **Personal data** is any information that relates to an identified or identifiable individual.
- **Service Provider** means any natural or legal person who processes the data on behalf of the company. It refers to third-party companies or individuals employed by the company to facilitate the service, to provide the service on behalf of the company, to perform services related to the service or to assist the company in analysing how the service is used.
- **Third-party social media service** refers to any website or any social network website through which a user can log in or create an account to use the service.
- **Usage data** refers to data collected automatically, either generated by the use of the service or from the service infrastructure itself (for example, the duration of a page visit).
- **Website refers to**
- **You** (referred to as either "you", "your", or "yours" in this agreement) means, the individual accessing or using the service, or the company, or other legal entity on behalf of which such individual is accessing or using the service, as applicable.

## ABOUT THE COMPANY

Ivy Road Veterinary Clinic is a full-service, primary care animal clinic providing a wide range of veterinary services for the pets you love, from simple check-ups and dental care to surgical procedures.

Products and Services

✓ veterinary hospitals & clinics

✓ veterinary clinics

✓ veterinary hospitals and clinics

✓ veterinary hospitals

At Ivy Road Veterinary Clinic we have taken the corrective steps to draft a private policy in order to respect your privacy relating to any information we may collect whilst operating on our website. This privacy policy applies to individuals making use of our site, hereinafter referred to "us", "we", or "you".

## PURPOSE AND OVERVIEW

As a business, Ivy Road Veterinary Clinic is committed to the highest standards of professionalism, ethics, and service delivery. We are committed to upholding every person's constitutional right to privacy and ensuring that any personal information we process is completed in a lawful and transparent manner.

We maintain a strict standard of confidentiality with our clients and never share personal information with third parties unless required by law or with the express consent of our clients.

Any personal information processed by Ivy Road Veterinary Clinic is processed in accordance with the provisions of the Protection of Personal Information Act 4 of 2013 (“POPI).

## **POPI COMPLIANCE**

Ivy Road Veterinary Clinic has taken comprehensive steps to ensure that its staff process any personal information in accordance with the provisions of POPI.

Ivy Road Veterinary Clinic will only process personal information on the client’s behalf where necessary, it is a determining factor which puts Ivy Road Veterinary Clinic in the role of a responsible party.

Ivy Road Veterinary Clinic acknowledges it may be acting in the capacity of either a “*controller*” or “*processor*” as defined.

## **PRIVACY AND DATA PROTECTION OBLIGATIONS**

Ivy Road Veterinary Clinic will not sell to any third party your name, address, e-mail address and member name, unless you provide your informed consent, except to the extent necessary to comply with applicable laws, police investigations, or in legal proceedings where such information is relevant.

Ivy Road Veterinary Clinic allows access to database information by third parties providing technical services, such as e-mail, but only to the extent necessary to provide you with those services. In those instances, the third-party is bound by these terms. Your informed consent shall be in the form of an “opt in” or similar policy. You understand and agree that Ivy Road Veterinary Clinic may disclose to third parties, postal address and/or age, but only in the form of aggregated information.

Ivy Road Veterinary Clinic reserves the right to offer you third party services and products based on the preferences that you identify during the registration process and based on your subsequent preferences; such offers may be provided to you by Ivy Road Veterinary Clinic.

The measures and procedures implemented by Ivy Road Veterinary Clinic, extend to the fulfilment of the following obligations insofar as privacy and data protection. The client or person whose data/personal information is processed is referred to as the “data subject”.

### *Processing limitation*

- Personal information must be processed lawfully and in a reasonable manner that does not infringe the privacy of the data subject.
- Personal information may only be processed if, given the purpose for which it is processed, it is adequate, relevant, and not excessive.
- Personal information may only be processed if—
- the data subject or a competent person where the data subject is a child consents to the processing;
- processing is necessary to carry out actions for the conclusion or performance of a contract to which the data subject is party.

- processing complies with an obligation imposed by law on Ivy Road Veterinary Clinic.
- processing protects a legitimate interest of the data subject.
- processing is necessary for the proper performance of a public law duty by a public body; or
- processing is necessary for pursuing the legitimate interests of Ivy Road Veterinary Clinic or of a third party to whom the information is supplied.
- The data subject or competent person may withdraw his, her or its consent, provided that the lawfulness of the processing of personal information before such withdrawal or the processing of personal information will not be affected.
- A data subject may object, at any time, to the processing of personal information—
- on reasonable grounds relating to his, her or its particular situation, unless legislation provides for such processing; or
- for purposes of direct marketing other than direct marketing by means of unsolicited electronic communications.
- If a data subject has objected to the processing of personal information, Ivy Road Veterinary Clinic may no longer process the personal information.
- Personal information must be collected directly from the data subject, except if—
- the information is contained in or derived from a public record or has deliberately been made public by the data subject.
- the data subject or a competent person where the data subject is a child has consented to the collection of the information from another source;
- collection of the information from another source would not prejudice a legitimate interest of the data subject.
- collection of the information from another source is necessary—
  1. to avoid prejudice to the maintenance of the law by any public body, including the prevention, detection, investigation, prosecution, and punishment of offences.
  2. to comply with an obligation imposed by law or to enforce legislation concerning the collection of revenue as defined in section 1 of the South African Revenue Service Act, 1997.
  3. for the conduct of proceedings in any court or tribunal that have commenced or are reasonably contemplated.
  4. in the interests of national security; or
  5. to maintain the legitimate interests of Ivy Road Veterinary Clinic or of a third party to whom the information is supplied.
    - compliance would prejudice a lawful purpose of the collection; or
    - compliance is not reasonably practicable in the circumstances of the particular case.

Ivy Road Veterinary Clinic must ensure that all information is gathered according to the POPIA act through taking the 8 conditions into consideration.

#### *Purpose specification*

Personal information must be collected for a specific, explicitly defined, and lawful purpose related to a function or activity of Ivy Road Veterinary Clinic.

Records of personal information must not be retained any longer than is necessary for achieving the purpose for which the information was collected or subsequently processed, unless—

- retention of the record is required or authorised by law.

Ivy Road Veterinary Clinic shall not be obliged to encrypt any information sent to you, received from you, or stored on your behalf or for the purposes agreed in this agreement, unless agreed with you to the contrary, in writing.

#### *Further processing*

Further processing of personal information must be in accordance or compatible with the purpose for which it was collected.

#### *Information quality*

Ivy Road Veterinary Clinic must take reasonably practicable steps to ensure that the personal information is complete, accurate, not misleading and updated where necessary.

#### *Openness*

Ivy Road Veterinary Clinic must maintain the documentation of all processing operations under its responsibility and to open with the information being collected on the website such as:

1. Name
2. Surname
3. Contact number
4. Email.
5. Address (Optional)

#### *Security safeguards*

Ivy Road Veterinary Clinic must secure the integrity and confidentiality of personal information in its possession or under its control by taking appropriate, reasonable technical and organisational measures to prevent—

- loss of, damage to or unauthorised destruction of personal information; and
- unlawful access to or processing of personal information.

Ivy Road Veterinary Clinic must take reasonable measures to—

- identify all reasonably foreseeable internal and external risks to personal information in its possession or under its control.
- establish and maintain appropriate safeguards against the risks identified.
- regularly verify that the safeguards are effectively implemented; and

- ensure that the safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards.

The responsible party must have due regard to generally accepted information security practices and procedures which may apply to it generally or be required in terms of specific industry or professional rules and regulations.

#### *Security compromises*

Where there are reasonable grounds to believe that the personal information of a data subject has been accessed or acquired by any unauthorised person, Ivy Road Veterinary Clinic must notify—

- the Regulator; and
- the data subject unless the identity of such data subject cannot be established.

#### *Data subject participation*

A data subject, having provided adequate proof of identity, has the right to—

- request Ivy Road Veterinary Clinic to confirm, free of charge, whether or not Ivy Road Veterinary Clinic holds personal information about the data subject; and
- request from Ivy Road Veterinary Clinic the record or a description of the personal information about the data subject held by Ivy Road Veterinary Clinic, including information about the identity of all third parties, or categories of third parties, who have, or have had, access to the information.

#### *Special personal information*

Ivy Road Veterinary Clinic may not process personal information concerning—

- the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information of a data subject; or
- the criminal behaviour of a data subject to the extent that such information relates to—
- the alleged commission by a data subject of any offence; or
  - any proceedings in respect of any offence allegedly committed by a data subject or the disposal of such proceedings.

### **TRANSFER OF INFORMATION**

We may need to transfer your personal information to another country for processing or storage. We will ensure that anyone to whom we pass your personal information agrees to treat your information with similar protection as provided for in the POPIA.

We may transfer your information to other countries which do not have similar protection as provided for in the POPIA, with your consent.

- Ivy Road Veterinary Clinic in the Republic may not transfer personal information about a data subject to a third party who is in a foreign country unless—

- the third party who is the recipient of the information is subject to a law, binding corporate rules or binding agreement which provide an adequate level of protection that—
  1. effectively upholds principles for reasonable processing of the information that are substantially similar to the conditions for the lawful processing of personal information relating to a data subject who is a natural person and, where applicable, a juristic person; and
  2. includes provisions, that are substantially similar to this section, relating to the further transfer of personal information from the recipient to third parties who are in a foreign country.
- the data subject consents to the transfer.
- the transfer is necessary for the performance of a contract between the data subject and Ivy Road Veterinary Clinic, or for the implementation of pre-contractual measures taken in response to the data subject’s request.
- the transfer is necessary for the conclusion or performance of a contract concluded in the interest of the data subject between Ivy Road Veterinary Clinic and a third party; or
- the transfer is for the benefit of the data subject, and—
  1. it is not reasonably practicable to obtain the consent of the data subject to that transfer; and
  2. if it were reasonably practicable to obtain such consent, the data subject would be likely to give it.
- For the purpose of this provision—
  - “binding corporate rules” means personal information processing policies, within a group of undertakings, which are adhered to by a responsible party or operator within that group of undertakings when transferring personal information to a responsible party or operator within that same group of undertakings in a foreign country; and
  - “group of undertakings” means a controlling undertaking and its controlled undertaking

## **MARKETING**

This site may contain links to other Web sites and is not responsible for the privacy practices or the content of these Web sites. Furthermore, this site uses third-party advertising companies to serve ads when you visit the site.

One of these third-party advertising companies, Google, uses cookies to serve ads on this site. Google’s use of the DART cookie enables it to serve ads to you based on visits to this site and other sites on the Internet. You may opt out of the use of the DART cookie by visiting the Google ad and content network privacy policy.

## **WHAT ARE COOKIES?**

'Cookies' are small text files that are stored by your browser on your computer, mobile phone, or tablet. They allow websites to store things like user preferences. Cookies allow websites to record things such as your preferences. Making your browsing experience more personalised.

How does our website use cookies?

*Necessary cookies:*

This type of cookie remembers your preference for the site, this means that you don't need to re-enter this information each time you visit. These cookies help make a website usable by enabling basic functions like page navigation and access to secure areas of the website. The website cannot function properly without these cookies.

*Statistical cookies:*

Statistic cookies help website owners to understand how visitors interact with websites by collecting and reporting information anonymously. Each time you visit the website, software which is provided by another organisation creates an anonymous analytics cookie. These cookies recognise if you have visited the site before if you haven't it creates a new one. These cookies allow us to see how many users we have, how many of those are individual and how often they visit our website.

*Marketing cookies:*

These cookies are used by software, they register and report the website user's actions after viewing or clicking on an advert, with the purpose of measuring the efficiency of an advert and to present targeted adverts to the user. These cookies allow the users behaviour to be tracked across multiple domains.

*Direct marketing*

- The processing of personal information of a data subject for the purpose of direct marketing by means of any form of electronic communication, including automatic calling machines, facsimile machines, SMSs, or e-mail is prohibited unless the data subject—
- has given his, her or its consent to the processing; or
- is a customer of Ivy Road Veterinary Clinic.
- Ivy Road Veterinary Clinic may approach a data subject—
- whose consent is required; and
- who has not previously withheld such consent.

**CHANGES TO THIS NOTICE**

This Policy was last updated on **24 August 2022**. Please note that we may amend this Policy from time to time.

**HOW TO CONTACT US**



If any person has questions about this Policy or believes Ivy Road Veterinary Clinic has not adhered to it or needs further information about Ivy Road Veterinary Clinic's privacy practices or wishes to give or withdraw consent, exercise preferences or access or correct the person's personal information, please feel free to contact Ivy Road Veterinary Clinic.

Details as displayed on website.

Ivy Road Veterinary Clinic  
131 Ivy Road  
Norwood  
2192

### **INFORMATION REGULATOR**

Any person has the right to complain to the Information Regulator regarding any breach of the POPI provisions by Ivy Road Veterinary Clinic, whose contact details are:

Information Regulator

Email: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)