

THE CHIRO WELLNESS CONNECTION



87 6th Street
Boksburg North
Gauteng
South Africa

Dr Janique Belli - Doctor of Chiropractic

AHPCSA Registration: A12196 | Practice No: 0872458

PRIVACY POLICY (POPI ACT)

Protection of Personal Information Act (POPI) Compliance

Effective Date: February 2026

1. INTRODUCTION

The Chiro Wellness Connection and Dr Janique Belli ("we," "us," or "our") are committed to protecting your privacy and personal information. This Privacy Policy explains how we collect, use, store, and protect your personal information in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA) and other applicable South African laws.

By using our services or website, you consent to the collection and use of your personal information as described in this Privacy Policy.

2. INFORMATION REGULATOR DETAILS

This Privacy Policy complies with the requirements of POPIA. If you have any complaints about our handling of your personal information, you may contact the Information Regulator:

Information Regulator (South Africa)
JD House, 27 Siemens Street
Braamfontein, Johannesburg, 2001
P.O Box 31533, Braamfontein, Johannesburg, 2017
Email: inforeg@justice.gov.za
Website: www.justice.gov.za/inforeg

3. RESPONSIBLE PARTY

For the purposes of POPIA, the Responsible Party is:

Practice Name: The Chiro Wellness Connection

Information Officer: Dr Janique Belli

Physical Address: 87 6th Street, Boksburg North, Gauteng, South Africa

Contact Number: +27 83 572 4444

Email: janiquechiro@gmail.com

Registration: AHPCSA A12196 | Practice No: 0872458

4. PERSONAL INFORMATION WE COLLECT

We collect and process the following categories of personal information:

4.1 Patient Information

- **Full name and surname**
- **Date of birth and age**
- **Gender**
- **Identity number or passport number**
- **Contact information (phone, email, address)**
- **Emergency contact details**
- **Medical aid information (scheme name, number, plan)**

4.2 Health Information

- **Medical history**
- **Current health conditions and symptoms**
- **Medication and supplement use**
- **Previous injuries and surgeries**
- **Family health history**
- **Diagnostic test results**
- **Treatment records and progress notes**
- **Clinical observations and assessments**
- **X-ray and imaging results**

4.3 Financial Information

- **Payment method details**
- **Medical aid claims information**
- **Account statements**
- **Payment history**

4.4 Technical Information (Website)

- **IP address**
 - **Browser type and version**
 - **Device information**
 - **Pages visited and time spent**
 - **Referring website**
 - **Cookies and similar technologies**
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5. HOW WE COLLECT YOUR INFORMATION

We collect personal information through:

- Patient intake forms and questionnaires
 - Consultation and examination
 - Treatment sessions
 - Phone calls, emails, and WhatsApp messages
 - Website contact forms
 - Medical aid submissions
 - Referrals from other healthcare providers
 - Website cookies and analytics
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6. PURPOSE OF PROCESSING

We collect and process your personal information for the following lawful purposes:

6.1 Healthcare Provision

- To provide chiropractic treatment and care
- To assess, diagnose, and monitor your condition
- To develop and implement treatment plans
- To maintain accurate medical records
- To ensure continuity of care

6.2 Administrative Purposes

- To schedule and manage appointments
- To send appointment reminders
- To process payments and billing
- To submit medical aid claims
- To manage patient accounts

6.3 Communication

- To respond to inquiries and requests
- To provide appointment confirmations
- To share treatment recommendations
- To send practice updates and newsletters (with consent)

6.4 Legal and Regulatory Compliance

- To comply with AHPCSA requirements
- To fulfill legal obligations
- To maintain professional standards
- To respond to legal requests

6.5 Quality Improvement

- To improve our services
- To conduct internal audits

- To train staff
 - To analyze treatment outcomes
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7. LAWFUL BASIS FOR PROCESSING

We process your personal information based on the following lawful grounds under POPIA:

- **Consent:** You have given explicit consent for specific purposes
 - **Contractual Necessity:** Processing is necessary to fulfill our service agreement with you
 - **Legal Obligation:** Processing is required to comply with South African law
 - **Legitimate Interests:** Processing is necessary for our legitimate business interests while respecting your rights
 - **Vital Interests:** Processing is necessary to protect your life or health
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8. SHARING OF PERSONAL INFORMATION

We may share your personal information with the following third parties:

8.1 Medical Aid Schemes

- To process claims and obtain authorization
- To verify coverage and benefits
- Only information necessary for claims processing

8.2 Healthcare Providers

- Referring doctors or specialists
- Other healthcare practitioners involved in your care
- Only with your explicit consent or as required for your treatment

8.3 Service Providers

- Practice management software providers
- Accounting and bookkeeping services
- IT support and website hosting
- All bound by confidentiality agreements

8.4 Legal Authorities

- When required by law or court order
- To comply with regulatory requirements
- To protect our legal rights

We do NOT sell, rent, or trade your personal information to third parties for marketing purposes.

9. DATA RETENTION

We retain your personal information for the following periods:

Information Type	Retention Period	Legal Basis
Medical Records	10 years from last consultation	AHPCSA requirement
Financial Records	5 years from last transaction	SARS requirements
Marketing consent	Until withdrawn	POPIA requirement
Website analytics	26 months	Google Analytics policy

After the retention period, we will securely delete or anonymize your information.

10. YOUR RIGHTS UNDER POPIA

You have the following rights regarding your personal information:

10.1 Right to Access

- **Request access to your personal information**
- **Obtain copies of your medical records**
- **Understand how your information is used**

10.2 Right to Correction

- **Request correction of inaccurate information**
- **Update your contact details**
- **Amend your medical history**

10.3 Right to Deletion

- **Request deletion of your information (subject to legal retention requirements)**
- **Withdraw consent for marketing communications**
- **Request anonymization of your data**

10.4 Right to Object

- **Object to processing based on legitimate interests**
- **Opt-out of marketing communications**
- **Refuse automated decision-making**

10.5 Right to Data Portability

- **Receive your information in a structured format**
- **Transfer your records to another healthcare provider**

10.6 Right to Restrict Processing

- **Request temporary restriction of processing**
- **Limit how we use your information**

10.7 Right to Lodge a Complaint

- File a complaint with the Information Regulator
- Seek recourse for privacy violations

To exercise any of these rights, contact us at janiquechiro@gmail.com or +27 83 572 4444.

11. DATA SECURITY

We implement appropriate technical and organizational measures to protect your personal information:

Physical Security:

- Secure premises with controlled access
- Locked filing cabinets for paper records
- Secure storage of backup media

Technical Security:

- Password-protected computer systems
- Encrypted data transmission
- Regular software updates and security patches
- Firewall and antivirus protection
- Secure cloud storage with encryption

Organizational Security:

- Staff training on data protection
 - Confidentiality agreements with all staff
 - Access controls (need-to-know basis)
 - Regular security audits
 - Data breach response procedures
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12. DATA BREACH NOTIFICATION

In the event of a data breach that may cause harm to you, we will:

1. Notify the Information Regulator within a reasonable time
 2. Notify you directly if the breach poses a risk to your rights
 3. Provide details of the breach and remedial actions taken
 4. Take immediate steps to prevent further unauthorized access
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13. COOKIES AND WEBSITE TRACKING

Our website uses cookies and similar technologies to:

- Remember your preferences
- Analyze website traffic and usage
- Improve user experience
- Provide social media features

Types of Cookies We Use:

- **Essential Cookies:** Required for website functionality
- **Analytics Cookies:** Help us understand how visitors use our site
- **Preference Cookies:** Remember your settings and preferences

You can control cookies through your browser settings. Disabling cookies may limit website functionality.

14. THIRD-PARTY WEBSITES

Our website may contain links to third-party websites. We are not responsible for the privacy practices of these external sites. We encourage you to review their privacy policies before providing any personal information.

15. CHILDREN'S PRIVACY

We do not knowingly collect personal information from children under 18 without parental consent. If a child receives treatment, we require:

- Consent from a parent or legal guardian
 - Guardian presence during initial consultation
 - Guardian authorization for treatment
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16. MARKETING COMMUNICATIONS

We may send you marketing communications about:

- Practice updates and news
- Health tips and wellness advice
- Blog posts and articles
- Special offers or promotions

You have the right to:

- Opt-out at any time
- Unsubscribe from emails (link provided in each email)
- Request removal from mailing lists

Contact us at janiquechiro@gmail.com to manage your preferences.

17. TRANSFERS OF INFORMATION

Your personal information is stored and processed in South Africa. We do not transfer personal information outside of South Africa unless:

- You have provided explicit consent
 - It is necessary for the performance of our contract with you
 - The recipient country provides adequate protection under POPIA
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18. AUTOMATED DECISION-MAKING

We do not use automated decision-making or profiling that produces legal effects or significantly affects you without human intervention.

19. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect:

- Changes in legislation
- New business practices
- Technology updates
- Feedback from patients and regulators

We will notify you of significant changes by:

- Posting the updated policy on our website
- Updating the "Last Updated" date
- Sending email notifications for material changes

Your continued use of our services after changes constitutes acceptance of the updated Privacy Policy.

20. CONSENT AND WITHDRAWAL

By using our services, you consent to the collection and processing of your personal information as described in this Privacy Policy.

You may withdraw your consent at any time by:

- Contacting us in writing
- Sending an email to janiquechiro@gmail.com
- Calling us at +27 83 572 4444

Please note that withdrawal of consent may affect our ability to provide certain services.

21. CONTACT INFORMATION

If you have questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact:

The Chiro Wellness Connection

87 6th Street, Boksburg North
Gauteng, South Africa

Contact Details:

Phone: +27 83 572 4444

Email: janiquechiro@gmail.com

Website: www.drjanique.com

Practice Hours:

Monday-Friday 08:00-17:00,

Every 2nd Saturday 09:00-12:00

22. COMPLAINTS AND DISPUTES

If you believe we have violated your privacy rights or POPIA:

Step 1: Contact us directly to resolve the issue

Step 2: If unsatisfied, file a complaint with the Information Regulator

Step 3: Seek legal recourse if necessary

We are committed to addressing all complaints promptly and fairly.

ACKNOWLEDGMENT

By using our services or website, you acknowledge that you have read, understood, and agree to this Privacy Policy and consent to the collection, use, and disclosure of your personal information as described herein.

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