

NuMeRI Node for Infection Imaging

PRIVACY NOTICE

Protecting your privacy is very important to us. The following information will help you understand the purposes for which we collect, store and use your information. We will keep your information confidential and will only share your information if we are legally required to do so, if we must do so in order to fulfil our agreement with you or if you have given your consent.

If you have any questions please contact us at nii@sun.ac.za

This privacy notice is part of our agreement with you. We may need to update it from time to time, but we will inform you when we do. You should read this notice along with the terms and conditions that apply to the products or services you use.

1. WHO YOU ARE SHARING YOUR INFORMATION WITH

We are the NuMeRI Node for Infection Imaging ("NII"), a unit of the Central Analytical Facilities of Stellenbosch University.

2. WHAT WE COLLECT, AND HOW WE COLLECT IT

2.1. When you complete the patient registration form, we collect personal information.

We collect the following information:

- Personally identifiable information (including name, surname, and South African identity and/or passport number)
- Demographic information (including age, sex, date of birth)
- Contact information (including address, telephone numbers, email address, employer)
- Medical Information (including insurance information, medical history, test results, pregnancy status, and other information used to provide a healthcare service).

2.2. If someone else will take responsibility for the account, or if you are on a medical aid and are not the main member, we will in addition collect selected personally identifiable, demographic, and contact information of the main member or person responsible for the account.

2.3. We do not knowingly collect the personal information of children without parental or guardian consent.

3. WHAT WE USE YOUR INFORMATION FOR

3.1. We use your information to engage with your medical aid;

3.2. We use your personal information to provide health services to you

Legislation such as the National Health Act, Act 61 of 2003; and Allied Health Professions Act, Act No. 63 of 1982 forces us to collect your personal information.

3.3. We may use your information for research purposes.

The information we collect may be used for research purposes, but if that is the case, the researchers will notify you and ask for your permission.

3.4. We use your personal information for administration and support.

When you contact us with a query, complaint or request, information from the patient registration form, patient clerking and workflow form, and radiopharmacy records may be used to investigate and resolve your query, complaint, or requests.

3.5. We use cookies to optimise your NII website experience (www.sun.ac.za/nii), but you may opt out.

A cookie is a small piece of information stored by your browser on your device. It may contain some personal details and date and time information in an encrypted format, which can be recalled when you return to the website. This speeds up our identification, ordering and delivery process.

We use cookies to identify the device you use to connect to our website. Cookies on their own cannot identify you specifically; they just recognise your web browser. We may use anonymous cookies to collect data about how you use our website, so that we can improve and optimise your website experience.

4. WHEN WILL WE SHARE YOUR INFORMATION

4.1. We don't sell or share your information for profit.

We respect your privacy and will never sell or share your information with other institutions or companies to use for their own purposes. We only share information if we have to do it to deliver the services you requested.

4.2. We may need to share your personal information with companies or parties who help us provide services to you.

We make use of suppliers or service providers who we trust to assist us to deliver the services you requested. They have agreed to keep your information secure and confidential, and to only use it for the purposes for which we have sent it to them.

Here are some of the instances when we share your information. We use other companies to:

- **Approve the funding of your medical imaging tests (your medical aid company)**
- **Supply radiopharmaceutical doses for your scan**
- **Receive payments through medical aids**

In addition, your personal information will be used in communicating the results of the medical imaging tests we perform for you to your referring doctor, or other doctors involved in your medical care. These results include written reports and medical images that may be shared in hardcopy or electronic format, via email or over a secured internet connection.

4.3. We may be required by law to share your information.

Sometimes we will be required by law to share your information. For instance, if a warrant is issued by the police or if we are compelled by a court to disclose information. We will always check whether the request is legitimate.

5. HOW WE PROTECT IT

5.1. We take your privacy and the security of your personal information seriously.

We have implemented reasonable security safeguards based on the sensitivity of the personal information to protect it from loss, misuse and unauthorised access, disclosure, alteration or destruction. For example we regularly monitor our systems for possible vulnerabilities and attacks. But no system is perfect and we cannot guarantee that information may not be accessed, disclosed, altered or destroyed by breach of any of our physical, technical or managerial safeguards.

5.2. We will inform you if your privacy is ever compromised.

Although we cannot prevent all security threats, we have measures in place to minimise the threat to your privacy should something happen. We let you know of any breaches which affect your personal information.

6. YOUR RIGHTS AND RESPONSIBILITIES

You have the right to know what kind of personal information we have about you and to correct it.

You have the right to:

- ask what personal information we hold about you;
- ask what information was sent to our suppliers, service providers or any other third party;
- ask us to update, correct or delete any out-of-date or incorrect personal information we hold about you;
- object to the processing of our personal information.

You can request access to the information we hold about you or correct your personal information by contacting paia@sun.ac.za. To protect your information, we may require proof of your identity.